



# Want to see your personal information?

A guide to accessing your information.

## Your right to access

You have the right to access information Ormiston Families holds about you.

Information may be held in files, on computer, or on audio and video recordings.

Children also have a right to see their personal information. Parents can access the information on their child's behalf if they are too young or do not understand it.

## How you can get access

You can contact the privacy officer to request your personal information.

Please provide as much detail as you can about yourself – your name, any previous names, address and when you or your family were involved with Ormiston Families.

The privacy officer will need to confirm your identity and will then search for the information you've asked for. We aim to respond to requests as quickly as possible.

We will normally send your personal information to you by post, but you can arrange to collect it from an Ormiston Families centre and look through it in person if you would prefer. We will not be able to give out any personal information over the phone.

## What you cannot see

We will always give as much information as we can, however we have to protect other people's privacy. You will not be able to access personal information:

- About someone else unless they have agreed or it's within the law to give access. This includes your child's personal information
- From another person who gave it in confidence, or where it's confidential to another person
- That might lead to a child or another person being harmed

- That may be concerned with a crime, or is protected by legal professional privilege

## When you think a mistake has been made

If you realise that something, such as an address or date of birth, has been wrongly recorded it can easily be corrected. If you disagree with an opinion or with Ormiston Families' version of events please tell us:

- What you disagree with
- Your opinion or account of what happened

This will be recorded and included in the records together with the original entry.

## If you want to see your personal information please write to:

Privacy Officer,  
Ormiston Families,  
333 Felixstowe Road,  
Ipswich,  
IP3 9BU.  
Or email: [privacyofficer@ormistonfamilies.org.uk](mailto:privacyofficer@ormistonfamilies.org.uk)

