Your private information

Confidentiality and data protection

Information about you is **private**. We keep it safe.

How we keep it safe

Paper records are **locked away**. Computer records have **passwords**.

Staff only see what they **need** for your care. They must not talk about you outside work.

We only share information with others, like your GP, when you agree, or when it is needed to keep you safe.

We will not give out your information over the phone unless we know who is asking.

Your rights

You can ask to **see the information** we keep about you. Just ask the manager.

If something is wrong, we will **put it right**.

Winchester Care Limited · The Shrubbery, 33 Wood Green Road, Wednesbury WS10 9QL · 0121 556 8899 · November 2026

Information Commissioner's Office (ICO) – if you are not happy with how we use your information.
Phone: 0303 123 1113
Website: ico.org.uk

Aa

You can have this leaflet in **bigger print** or **another language**. Just ask a member of staff.

All our family leaflets
Scan with your phone camera, or visit winchester-care.co.uk/families