

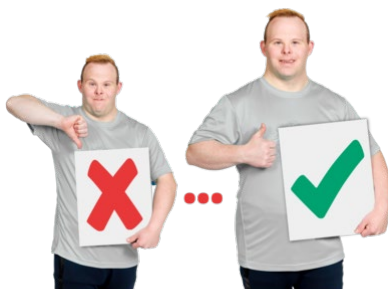
Information Gathering and Sharing Easy Read



We collect information about you to help with your care. This includes your name, address, date of birth, and your needs. We also note when and where we meet you and what happens in those meetings.



We collect this information to make sure you get the best support. It helps us keep accurate records and look into any concerns you might have. This way, we can review your support properly.



Sometimes, we need to share your information with other services. We do this to help you better. We will ask for your permission, but if you can't give it, we will act in your best interests.



We keep your information safe and private. There are times we might have to share it without asking you, like if there is a risk of harm or if the law requires it. We will tell you if we need to do this unless it could cause harm.



If you want to know more about how we use your information or want a copy of your records, you can ask us. If you are not happy with our response, you can ask for a review or contact the Information Commissioner's Office.



We want to hear from you. You can tell us what we do well or what we can do better by clicking [HERE](#). If you have worries about Adult Social Services, talk to the person you usually speak to.



If you need to make a complaint, you can write to the Complaints Manager at Adult Social Services and Housing, Town Hall, Weston-super-Mare, BS23 1UJ. You can also call 01275 882171 or email

complaints.manager@n-somerset.gov.uk.

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