



# Your Information

**How we hold it , How we keep it safe,  
& How we use it**



Outlook Care need to hold personal information about the people we support.



We use this information so we can:

- Care for you in the right way
- Arrange things for you
- Understand if you are at risk and help



We need the right information so we can care for you and give the right services to you



We need to have your permission to use this information.



We keep your information safe.  
And we have to make sure we have the  
right information



We try to only keep your information for  
as long as we need it.



You can find out how long we keep in-  
formation for and you can ask to see  
your information here:  
Email: [Info@outlookcare.org.uk](mailto:Info@outlookcare.org.uk)



We need to share your information with  
other organisations to make sure  
services are right for you



We will ask your permission to do this.  
You can say NO but it may mean you  
won't get all the service you need.



Even If you say No,  
we can still share information without  
permission  
This is if someone is in danger of harm  
or crime



You can find out more about our privacy  
policy on our website  
Or you can contact:  
Customer Services  
Outlook Care  
Unit 6 Shelduck House  
Wood Brook Crescent  
Radford Way  
Billericay  
CM12 0EQ