

## Information and confidentiality



CAPS need to keep information about you to help us do our job well. Having this information is in our 'legitimate interests' as it means we can provide an advocacy service. Without this information, we won't be able to work with you.

We ask you for most of this information, but sometimes we might get information from elsewhere, for example another organisation you are working with, usually with your permission.

We keep all information you give us confidentially. This means that we will not tell anyone outside of CAPS anything you have told us unless you tell us it's okay to share it.

The only time where we might have to talk to someone about you without you saying it's okay is **if we're worried about you or another person's safety**. If we need to talk to someone else about you, we will always try to tell you first.

CAPS will:

- keep information about how to contact you, your age, what you are working on with your advocacy worker, and how we can work safely together
- keep your information for 18 months after you stop working with us and then destroy it

You have the right to:

- a copy of the information we have about you
- ask us to update the information we have about you
- ask us to delete the information we have about you
- ask us to stop using the information we have about you for a while if you think we are doing something wrong
- object to CAPS processing your information
- tell the Information Commissioner's Office (ICO) if you think we are doing something wrong. ICO website: [ico.org.uk](http://ico.org.uk)

You can speak to your advocacy worker about information and confidentiality, or for more details about how we manage information, please ask your advocacy worker for copies of our Data Protection and Confidentiality policies.

How to contact us:



You can call the Children and Young People's Team on 0131 273 5236



You can also email us at [ypadvocacy@capsadvocacy.org](mailto:ypadvocacy@capsadvocacy.org)



Our office is at CAPS Independent Advocacy, Old Stables, Eskmills Park, Station Road, Musselburgh, EH21 7PQ



You can find out more about CAPS at: [www.capsadvocacy.org](http://www.capsadvocacy.org)