

# My Information, My Rights



A guide to your rights over your  
personal information held by PSS

pss\*

At PSS, we hold a lot of information about people who use our services, Shared Lives carers, supporters and staff. It is your information, and under the law you have certain rights. This leaflet explains each of those rights; and in all cases you can find out more using the information on the back of this leaflet.

## 1. Your right to be informed



For each of our services, and for our staff and supporters, we have a document called “How we use your information”, which is our ‘privacy notice’. This is the main way that we can tell you how we collect data about you, what we use it for, why and how we hold it and how long we will hold it for.

The information in the ‘privacy notice’ is not exhaustive and we are always happy to provide any additional information or explanations where needed. If you can’t find what you are looking for, please contact our Data Protection Lead using the contact details at the end of this leaflet.

## 2. Your right to access your information



As well as knowing that we hold information about you, you also have a right to access that information. If you wish to access your records, you just need to contact the Data Protection Lead using the contact details at the end of this leaflet, or ask someone in your service. This is called a ‘Subject Access Request’. Once we receive it, we will look at the request carefully, and if we need to - we may ask you to be a bit more specific about what you want to make it easier for us to provide it. We will provide access to this information within one month; and there is no charge for us to provide it.

## 3. Your right to amend your information



If you disagree with something in the records we hold on you - you have what is known as a ‘right to rectification’. In other words - you have the right to request that we amend the information we hold on you, where you think it is inaccurate. You can either make this request verbally to the team you work with, or using the contact details at the end of this leaflet. We will contact you within one month to let you know if we have made the change, and if not - the reason for this and what your options are.

## 4. Your right to erasure (to be forgotten)



This is also known as the ‘right to be forgotten’. This simply means that you don’t want us to hold information about you any more, or don’t think we have the right to do so. This could be because you no longer give us consent to hold it, you don’t think we have a legitimate reason for holding it or that it is no longer necessary for us to hold it. The right to be forgotten is not absolute though and there are often good reasons why we may need to retain your information. If you want us to erase your information, you can either make this request verbally to the team you work with, or using the contact details at the end of this leaflet. We will contact you within one month to let you know if we have erased your information, and if not - the reason for this and what your options are.

## 5. Your right to restriction



This simply means that you can limit the way that PSS uses your data, and is an alternative to requesting the erasure of your data. So for example, if you access your records and disagree with some of the information, you can use your right to ask for the data to be amended. However you can also ask us to restrict how we use that information until the amendment has taken place. It essentially allows you to 'block' us from using your data. We will simply have to hold the data with restricted access to it, until the other challenges are resolved.

## 6. Your right to object



You have a right to object to the way we use your data if you disagree with it. For example, at PSS, we don't use your information for marketing purposes in any way, but if we did – you would have a clear right to object. Also, depending on your own personal circumstances, you have the right to object that we don't have a legal or legitimate reason for doing so. We will immediately stop using your data, unless we are able to demonstrate that we do have a good reason for holding and using your data.

## 7. Your rights around profiling and automatic decision making



At PSS, all the work we do is focused on people and their individual circumstances. Unlike loan applications or insurance quotations – decisions at PSS are never made automatically by machines and formulas. They are all made by PSS staff, Shared Lives carers and supporters along with the people who use our services. We would also never use your data for 'profiling' purposes in the way that online retailers do when they look at the things people buy. However there are some specific rights in this area, and you can find out more about them by using the information at the end of this leaflet.

## 8. Your right to data portability



This right only applies when you provide us with information with your consent and where we automatically process the data (e.g. using electronic means). The right is simply that we have to be able to provide it in a 'machine readable format'. There are very few situations where we see this being applicable at PSS, as this right is mostly connected to financial transactions.

### To exercise these rights or ask for more information

If you want to exercise any of these rights, or ask questions and find out more information – you can either speak to the person providing your service directly, or contact the Data Protection Lead at PSS using the following information.

Writing to PSS, Head of Quality, Eleanor Rathbone House, 24 Derby Road  
Liverpool, L5 9PR

Calling us on: 0151 702 5524 • Email: [data@pss.org.uk](mailto:data@pss.org.uk)

Online: [psspeople.com/who-we-are/tell-us](https://psspeople.com/who-we-are/tell-us)



## To find out more about my rights

If you want to know more about your rights in relation to your information you can contact:

### **The Information Commissioners Office - United Kingdom**

The ICO is the regulator in the UK, and they provide a lot of information on their website about your rights under the law.

Their contact details are:

Call: **0303 123 1113**

Online: [ico.org.uk/concerns/handling/](https://ico.org.uk/concerns/handling/)

### **The Information Commissioner - Isle of Man**

For our Shared Lives services on the Isle of Man - the Information Commissioner also provides information on their website and can be contacted in the following ways:

Call: **01624 693260**

Online: [inforights.im/contact-us/](https://inforights.im/contact-us/)

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