



# EASY-READ PRIVACY NOTICE

## People We Support

Who are we?

We are Aspirations.

We support people to live safe, happy, and independent lives.

We keep information about you so we can support you properly.

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## What is personal information?

Personal information is information about you.

This can include:

- Your name
  - Your date of birth
  - Your address
  - Information about your health
  - Information about the support you need
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## Why do we keep information about you?

We keep information about you so we can:

- Support you safely
- Understand what support you need
- Make support plans with you
- Help keep you safe from harm

- Give you the right care every day
- Work with doctors, nurses, and social workers
- Follow the law

We only use your information for **good reasons**.

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## What information do we keep?

We may keep information about:

- Your name and contact details
  - Your family or people important to you
  - Your health and wellbeing
  - Medicines you take
  - Support plans and risk assessments
  - Things you like and don't like
  - How you communicate
  - Incidents, accidents, or safeguarding concerns
  - Feedback, complaints, or compliments
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## Is your information private?

Yes

We take your privacy seriously.

Your information is:

- Kept safe
- Only seen by people who need to see it
- Used in a respectful way

Staff are trained to protect your information.

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## Who do we share your information with?

Sometimes we must share information to keep you safe or follow the law.

We may share information with:

- Social workers
- Doctors or nurses
- The NHS
- Local Authorities
- Safeguarding teams
- The Care Quality Commission (CQC)
- Emergency services

We only share:

- What is needed
  - With the right people
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## **Do you have to agree?**

We do **not** usually ask for permission to keep information because:

- We need it to support you properly
- The law says we must keep some information

But we will:

- Explain what we are doing
  - Involve you as much as possible
  - Listen to your views
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## **How long do we keep your information?**

We keep your information:

- While we support you
- And for a while after support ends

This is because:

- The law says we must
- Regulators may ask to see records

We do not keep information longer than needed.

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## What rights do you have?

You have rights about your information.

You can:

- Ask to see your information
- Ask us to correct mistakes
- Ask questions about how your information is used
- Ask for help to understand your records

Some information cannot be removed if the law says we must keep it.

We will always explain.

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## Who can help you with questions?

You can talk to:

- Your support worker
- Your manager
- Someone you trust

Or contact our **Data Protection Officer**:

**Email:** [DPO@aspirationscare.com](mailto:DPO@aspirationscare.com)

They help make sure information is used properly.

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## Are you unhappy?

If you are unhappy about how your information is used:

- Talk to us first
- We will listen and try to help

You can also contact the **Information Commissioner's Office (ICO)**.  
They make sure organisations follow the law.

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## **Remember**

- Your information is important
- We respect your privacy
- We use information to support you safely
- You can ask questions at any time