

» Keep what you say private

When you talk to us we will **not** tell other people what you said. We will keep it private.



Sometimes we may think it is a good idea to talk to other people about what you tell us, like your parents, teachers or doctors.

We will also ask you if this is ok first. You can say **Yes** or **No**.



There are a few times when we will **have to tell someone else what you said:**

- We sometimes tell our **managers** so they can check that we are doing a good job.
- We will write information from our meetings on our **computers**.



Only people we work with will see this information.

We will also **have to tell someone** if we are worried that **someone is being hurt or might be hurt**.

If this happens, then we will talk to you about it first.

» Have Your Say

Please let us know any comments you may have about this leaflet by contacting the Information, Advice and Support Service using the contact details below.

Alternatively you can write to us at:

Hartlepool Information, Advice and Support Service
Hartlepool Borough Council
Children's and Joint Commissioning Services
Level 4, Victoria Road
Hartlepool
TS24 8AY

Further copies of this and other leaflets are available from the Information, Advice and Support Service.

This leaflet is also available in large print on request.

» Data Protection

Although we are part of Hartlepool Borough Council, any record we make of your contact with us is confidential to the Information, Advice and Support Service except where you agree to us talking with other agencies, or if a child is at risk.

Tracy Liveras - Hartlepool Information, advice and Support Service



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We issued this document in August 2017. We will check the information is up to date in August 2018.