

This booklet can be made available in a number of formats including **audio tape**, **large print** or **other languages**. Please contact our **Customer Services team** using the details below for more information.

অনুবাদের ব্যবস্থা রয়েছে

Překladaťshé služby jsou k dispozici

Service de traduction disponible

لیره نا خزمه نگوژاری ته رجومه هه به
کوردی - ئینگلیسی

Xizmeti wergerandine amadeyo

提供翻译服务。

Oferujemy usługi tłumaczeniowe

Übersetzungs service erhältlich

提供翻譯服務。

ਅਨੁਵਾਦ ਕਰਨ ਦੀ ਸੇਵਾ ਉਪਲਬਧ ਹੈ-

Prekladatel'shé služby k dispozici

Waxaad Helaysaa Adeeg Turjumaad

خدمات الترجمة متوفرة

خدمات ترجمه مهیا میبندد

Oferece-mos Serviço de Tradução

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Çeviri servisimiz mevcuttur

ترجمہ کرنے کی سروس دستیاب ہے

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Why do you want to know?



We tell you why it's important to fill in personal details on forms, questionnaires and surveys

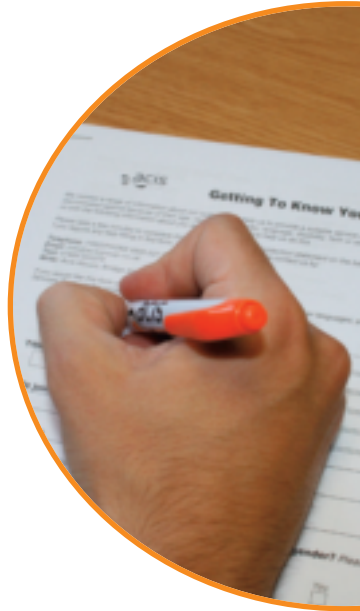
"Better homes and better services for better lives"

So many questions. But why?

You may wonder what we do with all the personal information that we ask for - your age, gender, sexual orientation, ethnicity, religion and whether you're disabled for example.

At Acis we use this to help make things better for our customers and tell us where best to direct our services.

We monitor a range of information about our customers to help us to provide a suitable service and ensure people are not discriminated against.



Is it safe to give this information?

You may worry about giving information in case it should fall into the wrong hands and it's important to be careful who you give your information to.

When we receive information, it is dealt with responsibly. There are strict laws to make sure we protect those details and we will comply with the Data Protection Act. Only Acis will have access to this information.

If you don't feel comfortable then don't give the information, no one can make you.

What information do we want from you?

Depending on the form or survey, we will usually want to know your age, gender, ethnicity, religion, sexual orientation, whether you have a disability and what your main language is. We might also want to know some additional information, such as how much you earn or receive in benefits for example. This will help us identify if you are getting all the money you are entitled to.

This isn't because we're being nosy. We just need to know so that we are able to provide services to match customer needs. This type of information helps us to get our services right.

We also ask for your National Insurance number. This number is unique to you and ensures we are dealing with the right person.

Will it help to get services right?

Some people may have particular health needs that require information in large print, so provision has to be made. The information helps make services better by targeting them at the right people.

It's natural and sensible to feel protective of your personal information. However, if we don't know who our customers are it makes it more difficult to provide the right service for you.

Help us to help you by providing us with information.

