

## **Privacy Notice for Careline**

Careline provide a monitoring and response service to the community's most vulnerable clients, helping them live independently in their own homes. The Service provides an emergency response service 24 hour a day, 365 days a year to anyone who feels vulnerable or at risk. Many older people living alone or younger people with disabilities rely on this service to live independently, safe in the knowledge that they can always get help when they need it.

### **We collect the following information:**

- Client Name
- Client Address & Phone
- National Insurance Number
- Age
- Gender
- Ethnicity & Religion
- Medical history
- Next of Kin Name
- Next of kin Address & Phone

This information is only used for the intended purpose but if we intend to use it for any other purpose; we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so, to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.

### **How we collect your information**

We collect information in a number of ways, for example, by letter, email, face-to-face, telephone, online forms etc. Personal information of clients who subscribe to the Careline service is received via email, post or online

### **Who the information is shared with**

We will only process and share your information as set out here and at all times in accordance with the data protection principles set out in the Data Protection Legislation. These principles include keeping your information secure and up-to-date and using it in a fair and lawful way for specified purposes.

In most other circumstances we will ask you for your written consent to share your information in any other way and with any other individual/organisation, such as your solicitor. The types of situation when we may not ask for your consent are when it is in the interest of safeguarding either you or a member of your household.

We will use the information for the following purposes:

- To share with external and internal bodies responsible for administering public funds
- To share with other council services to assess your eligibility to other financial assistance from the council
- To identify and advise you about other council services you might be interested in
- To recover debts

We may match the information you provide with other information we hold about you whether provided to us by you, or anyone else. We may also obtain other information about you from third parties and give information to them to:

1. Make sure the information is accurate
2. Prevent, detect and prosecute fraud
3. Protect public funds
4. Recover debts owed to the council

These third parties include

- Hospitals, Emergency services such as London Ambulance Service, Fire Service and other government departments
- Other local authorities
- private-sector organisations such as Housing Associations, and organisations that work closely with Careline
- Any organisation that the council contracts with to administer public funds

### **How long do we keep your information?**

Personal Information will be held for as long as the client is receiving the service. When the service is no longer required the record is archived. Every 6months, system deletes archived records more than 18 months old (18 months to allow for debt recovery and return of equipment), as part of the maintenance agreement. This retention period complies with TSA standards and requirement to access recordings that are no more than 18 months old.

### **Your rights and access to your information**

You have the right to request a copy of the information that we hold about you.

The new 'data protection legislation' (General Data Protection Regulation) also gives you additional rights about the information we hold about you and how we use it, including the right to:

- Withdraw consent and the right to object and restrict further processing of your data; however, this may affect service delivery to you.
- Request to have your data deleted where there is no compelling reason for its continued processing and provided that there are no legitimate grounds for retaining it.
- Request your data to be rectified if it is inaccurate or incomplete
- Have your data transferred or copied should you move to another authority

Not be subject to automated decision-making including profiling To submit a Subject Access Request visit our [request](#) page.

### **If you have any concerns**

Please contact us if you would like to know more about the information we hold about you and how we use it [careline@harrow.gov.uk](mailto:careline@harrow.gov.uk)

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please visit our [Compliments and Complaints](#) page.

If you are not satisfied with the Council's response you have a right to complain to the Information Commissioner's Office (ICO). You can [report a concern by visiting the ICO website](#).

## **Automated Decision Making**

We do not carry out any automated decision making.

## **Changes in your circumstances**

You must notify us immediately if there are any changes in your circumstances and personal details so we can maintain an accurate and up to date record of your information.

## **Sharing personal data with third parties**

We may share your data with third parties.

All our third-party service providers are required to take appropriate security measures to protect your data in line with our policies. We do not allow them to use your data for their own purposes. We permit them to process your data only for specified purposes and in accordance with our instructions.

We may also share your personal data with third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or to protect the rights, property or safety of our site, our users, and others.

Where your data is shared with third parties, we will seek to share the minimum amount necessary.

## **Digital Switchover**

We are working with your Communications Provider to migrate you to a full digital service. This is a major milestone, your Communications Provider will contact you when they are ready to migrate your lines.

We have a data-sharing agreement between your Communications Provider and the Council. This will allow them to understand which clients are telecare device users that may be affected during the digital migration.