

## Privacy Notice: Telecare Services: Lifeline

### Data Controller:

Harborough District Council (“HDC”)

### Data Controller’s contact details:

HDC C/O The Symington Building, Adam & Eve Street, Market Harborough. LE16 7AG: 01858 828282

HDC’s Lifeline Team can be contacted on 01858 828282.

### Data Protection Officer:

Mr S J Done: 07766 206066

### The legal basis for and the purposes of the processing:

The range of services provided includes:

1. Lifeline Alarm and Technology Enabled Care Services for vulnerable adults: To enable vulnerable clients to continue to live independently, for example by providing alarms and sensors, telephone support and facilitating third party emergency responses 24 hours a day, seven days of the week.
2. Out of Hours Services: This service is provided to a wide range of individuals and corporate clients to provide assistance with a range of tasks to assist with independent living.
3. Lone Worker Services: Processes are put in place which facilitate contact between lone workers when attending site visits without a chaperone.
4. Someone (a member of the Lifeline Team) from HDC may visit your home or contact you by telephone to assist you in non-emergency situations.

**January 2024 – UK Phone companies rollout of digital landlines.** UK Phone companies have agreed a charter in which they commit not to switch customers to a digital network unless they are confident they can be protected. To assist with this, it may be necessary for HDC to share the phone numbers of telecare users with phone companies to ensure they do not change users to a digital landline without confirmation that a compatible telecare solution is in place. This is expected to be limited to name and telephone numbers to enable service/supply identification and to assess the risk to customers/subscribers in the event of any issues with the digital line switchover programme.

**The relevant conditions in the UK General Data Protection Regulations (UK GDPR) and related legislation that permit this processing are:**

### Processing personal data –

Consent (if none of the other conditions apply). If the reason the processing of your personal data is fair and lawful is because you have consented to it, then you may withdraw your consent to this processing at any time. If consent is provided and relates to a child under 13 years, the holder of the person with parental responsibility will need to provide this consent.

1. The processing is necessary for the performance of a contract with the service user (or, at the service user's request prior to entering into the contract),
2. The processing is necessary for compliance with a legal obligation to which the controller is subject
3. The processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller
4. There is another condition that may permit processing of your personal data in extreme circumstances. If the TECS operator responding to your communication believes an emergency response is required (i.e. in a potential life or death situation), then your personal information may be disclosed to third parties such as the emergency services or named responders

In respect of the above, the main legislation that places duties on HDC to provide services to its elderly and vulnerable residents is the Care Act 2014.

### **Processing special category (sensitive) personal data –**

The principle condition which permits the processing of sensitive personal information – such as information about your health, ethnic origin or religious beliefs – is that the processing is in the substantial public interest, has a basis in law (for example by reference to the Care Act 2014), is proportionate to the aim pursued (because your continued independence is important to you and your family and friends) and because there are specific measures in place to safeguard your fundamental rights.

If you contact, or have contacted HDC in respect of the above services, then HDC will process personal data and sensitive personal data about you for the above purposes.

### **The source of the personal data:**

The majority of the personal data about you will have been provided from you, but this is not always the case and HDC may obtain personal data about you from third parties, such as your representatives that have a Power of Attorney and Surrey County Council.

### **Recipients/ categories of recipients of the personal data:**

Your personal information will be processed internally by relevant staff at HDC. If you use the Lifeline service, that data is likely to be shared outside HDC for example with: next of kin, carers, other named contacts, the emergency services, your General Practitioner or other health professional, tradespeople (where your need relates to maintenance of household appliances or other household matters) and UK phone companies for the purpose of the rollout of digital landlines.

### **Further information on onward transfers:**

HDC will not transfer the personal data you have provided outside of the UK or European Union unless this is permitted in accordance with the Data Protection Act 2018.

### **How long the personal data will be kept for:**

The personal data you have supplied will be destroyed in accordance with HDC's Data Retention and [Disposal Schedule](#). Different retention periods will apply depending on which service you are receiving. ***(Please note that this document is undergoing a major review therefore some information types may be temporarily omitted from the online version.)***

### **Statutory Obligations to provide the personal data:**

There is no statutory obligation on you to provide any personal data, however, if you do not it will not be possible for HDC to provide a service to you.

### **Automated Decision Making:**

N/A

### **Data Subject Rights:**

You have some specific rights in respect of your personal data. These include some or all of the following rights to:

- See what personal data HDC holds about you at any time (subject to certain caveats, for example where third parties are identified)
- Have HDC correct any errors (if any) in the personal data it holds about you, and to have incomplete personal data completed. In certain situations, however, HDC can retain the personal data in dispute. You will be informed whether this is the case when we respond to your request.
- Have HDC, on request from you, erase some or all of the personal data held about you (unless exceptions from this duty apply). If HDC considers any exceptions apply, you will be informed of this after you have made your request.
- Request processing of your personal data is restricted (this will only apply in certain situations, for example where its accuracy is contested, where the processing is unlawful and you oppose its proposed erasure by HDC, or where HDC no longer needs to process the personal data but it is required by you in connection with legal claims).
- Object to the processing where the processing is necessary for a task carried out in the public interest or in the exercise of official authority vested in the data controller (though HDC will still be able to continue with the processing in certain circumstances, such as if there are compelling grounds for processing which overrides your interests).
- Be given a copy of your personal data in an accessible electronic format.

### **Will the personal data be processed for a different purpose?**

No. If HDC needs to inform recipients about any action it has taken under the Data Protection Act then it will do so by placing a Notice on HDC's website informing the public of any relevant changes

If you are dissatisfied with how your personal data is processed by HDC then you have the right to complain to the Information Commissioner who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF

## Google Analytics

HDC uses Google Analytics software to collect information about how you use [www.harborough.gov.uk](http://www.harborough.gov.uk). HDC does this to help make sure the site is meeting the needs of its users and to help us make improvements.

The cookies HDC uses for this purpose are:

### Universal Analytics

Name	Purpose	Expires
_ga	This helps us count how many people visit <a href="http://harborough.gov.uk">harborough.gov.uk</a> by tracking if you've visited before	2 years
_gid	This helps us count how many people visit by tracking if you've visited before	24 hours
_gat	Used to manage the rate at which page view requests are made	10 minutes

### Google Analytics

Name	Purpose	Expires
_utma	Like _ga, this lets us know if you've visited before, so we can count how many of our visitors are new to GOV.UK or to a certain page	2 years
_utmb	This works with _utmc to calculate the average length of time you spend on GOV.UK	30 minutes
_utmc	This works with _utmb to calculate when you close your browser	When you close your browser
_utmz	This tells us how you reached GOV.UK (for example from another website or a search engine)	6 months

### How do I prevent being tracked by Google Analytics?

If you are uncomfortable with this tracking, you can take the following actions:

- Use a tracking-blocker, such as Privacy Badger
- Clear cookies after every browsing session

Install the Google Analytics opt-out extension.