

## Telecare Privacy Notice

This privacy notice tells you what to expect when the Vale of Glamorgan Council collects your personal information in relation to its Telecare Services. It reflects our ongoing commitment to be transparent about how we use your data and keep it safe. It sets out how the Vale of Glamorgan Telecare Service collect, store and handle your personal information when provided by yourself or when a referral is made by another organisation or individual. It covers your contact with the Council and its officers via alarm calls, face to face conversations, telephone, email, online and written communication.

The Vale of Glamorgan as Data Controller will be responsible for collecting and processing Health and Social care information that you provide us under Lawful Processing of the General Data Protection Regulations:

- Article 6(1)(a) – you have given clear consent for us to process your personal data for a specific purpose;
- Article 6(1) (e) – ‘for the performance of a task carried out in the public interest or in the exercise of official authority...’
- Article 9(2) (h) - for the purposes of..... ‘medical diagnosis, the provision of health or social care treatment or the management of health and social care systems...’

Processing in this context means the organisation, retrieval, consultation, use and deletion or destruction of information and its disclosure to other agencies necessary for tasks to be carried out in the public interest or for the provision of social care.

### The information we collect about you

The information we gather during the application for your service is securely recorded and stored on the Vale of Glamorgan’s electronic records systems for adult social care and the Telecare service. This includes information about your current concerns, any risks identified and the type of Telecare equipment that can be used to help you to manage these risks.

We only collect the minimum required information in order to provide you with a service. We collect personal information from you that may be used to identify you, such as:

- Your name
- Address
- Date of Birth
- Contact information

- Telephone number
- Email address
- Living Circumstances
- Formal or informal care arrangements
- Information about your day to day activities
- Names and contact details of agreed responders, or point of contact for assessment or installation
- Bank details if you are paying for a Telecare service.

### **Special Category/ Sensitive Data**

We collect relevant Medical and Social Care information about you (including your physical and mental health), in order to fully understand your needs and respond appropriately to your calls.

We do not collect any other special category or sensitive data.

### **What do we use your information for?**

- To provide you with a comprehensive Telecare service that is suitable to your needs.
- In order to contact you regarding your service, to understand your needs and provide a service to meet those needs.
- Some Telecare equipment is 'linked', meaning that it is connected to the monitoring centre in the Vale of Glamorgan. The Monitoring Centre will need your information to help them to assess an emergency or problem and to manage it as quickly and effectively as possible.
- Certain types of Telecare equipment use GPS (Global Positioning System) technology that can pinpoint your location if you are wearing a GPS enabled device, in order to help keep you well and safe. Websites or 'platforms' are used alongside GPS devices and store relevant information about you. This information is used either by a Monitoring Centre or a designated family member or responder to help to find you if you become lost or missing.

### **How we will use the information about you**

We will use the information you provide in a manner that conforms to the Data Protection legislation. We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary. In some instances, the law sets the length of time information has to be kept.

We will use information about you, in order to:

- Establish the most appropriate response as quickly and effectively as possible if we receive an alarm call from your 'linked' Telecare equipment
- Give instructions to partners to tell them about equipment to install (e.g. a Keysafe installed by our designated contractor)
- Allow us to be able to communicate with you, understand your needs and provide relevant Telecare, Health and Social Care services and benefits appropriate to your needs
- Update your customer record, on receipt of updated information from you
- Record relevant information on partner websites or platforms, e.g. GPS so that a designated family member or responder can help to find you if you become lost or missing.
- Obtain your opinion about our services, monitor and improve the Council's performance in responding to any requests
- Allow us to undertake statutory functions efficiently and effectively
- Discuss your service with relevant Health and Social Care staff to improve any existing or future support plans and where necessary to protect individuals from harm or injury
- Ensure that we meet our legal and statutory obligations, including those related to diversity and equalities
- Process financial transactions including collecting monies owed to us, process grants, payments and benefits involving the Council, or where we are acting on behalf of other Government bodies
- Prevent and detect fraud and corruption in the use of public funds
- Allow the statistical analysis of data so we can plan the provision of services.

### **Who your information may be shared with (internally and externally)**

We may need to pass your information to other people and organisations that help us provide the service. These providers are obliged to keep your details securely and use them only to fulfil a request.

At no time will your information be passed to organisations external to us and our partners, for marketing or sales purposes or for any commercial use without your prior express consent.

We may share some information with other organisations including:

- Health and Social Care agencies, such as the NHS, who work with us to ensure that a comprehensive service is provided to you
- Partners or designated contractors who install or maintain equipment for us when requested
- Those that are directly involved with or provide care services, such as Vale of Glamorgan Health and Social Care staff
- Providers of care e.g. Carers, personal assistants or support workers from private agencies who are directly involved in supporting you
- Named responders who the monitoring centre will contact in the event of an alarm call

- Emergency Services who may be contacted in the event of an alarm call
- Housing Associations, private landlords, scheme managers or care home managers for permissions if required for equipment installation
- Those that inspect and monitor our work

We will not pass any personal data on to third parties, other than those who either process information on our behalf, or because of a legal requirement, and will only do so, where possible, after we have ensured that sufficient steps have been taken to protect the personal data by the recipient. We do not sell your information to any organisation.

We will not disclose any information that you provide 'in confidence' to us, to anyone else without your permission, except in the few situations where disclosure is required by law, or where we have good reason to believe that failing to share the information would put you or someone else at risk. You will be told about this. [Please refer to the Vale of Glamorgan Council's website for more information on Adult or Child Protection and Safeguarding]

## **How long we keep your information for**

We will only retain information for as long as it is required. A copy of the Council's Retention schedule is available on:

[https://www.valeofglamorgan.gov.uk/en/working/adult\\_and\\_community\\_learning/Get-Back-on-Track/Website-privacy-notice.aspx](https://www.valeofglamorgan.gov.uk/en/working/adult_and_community_learning/Get-Back-on-Track/Website-privacy-notice.aspx)

## **Information Security**

We recognise that the information you provide may be sensitive and we will respect your confidentiality. We keep information about you confidential. This means we store it securely and control who has access to it. We will not store any information where we are not legally required to do so.

## **Data Transfers**

All the information you provide us is held within the European Economic Area (EEA)

## **Your rights**

The Council tries to be as open as it can be in terms of individuals exercising their rights regarding their personal data, including the rights of access, rectification, erasure, restriction, data portability, objection and those related to automated decision-making. Individuals can find out if we hold any personal information by making a Subject Access Request under the General Data Protection Regulations 2018 and the Data Protection Act 2018.

You can make a request to the Council for any personal information we may hold about you by:

**Emailing the FOI Unit team - [FOIUnit@valeofglamorgan.gov.uk](mailto:FOIUnit@valeofglamorgan.gov.uk)**

The information will be provided to you free of charge.

### **Your right to make a complaint**

The Council tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

If you want to make a complaint you can contact us on:

The Complaints Officer  
Dock Offices  
Subway Road  
Barry  
CF63 4RT

### **Data Protection Officer**

The Council's Data Protection Officer can be contacted at the following address:

FOI Unit  
Civic Offices  
Holton Road  
Barry  
CF63 4RU  
Email – [DPO@valeofglamorgan.gov.uk](mailto:DPO@valeofglamorgan.gov.uk)

### **Information Commissioner's Office**

The Information Commissioner is the UK's independent body set up to uphold information rights.

If you would like to know more about your rights under the Data Protection law, and what you should expect from us, visit the Information Commissioner's website.

If you have any concerns regarding our privacy practices or about exercising your Data Protection rights, you may contact the Information Commissioner's Office:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113 or 01625 545 745

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

A full list of what information we control and process and for what purposes is set out in our notification with the Information Commissioner's Register of Data Controllers.

Our registration number is Z4683754. You can view our registration on the Information Commissioner's website.

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg