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Service Area: Directorate of Social Services

Work Area: Adult Services

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Privacy Notice Name: Telecare Services

Description of Privacy Notice: This privacy notice will explain how Caerphilly County Borough Council's Telecare Services will use information you have provided about yourself (personal data) when you contact the service directly or a contact/referral has been made to Caerphilly County Borough Council by another organisation/individual.

How we will use your information

Source and type of information being processed

Caerphilly County Borough Council's Telecare Services will store any details relating to your situation in a way that will assist the Council in supporting you to meet your and / or your family's needs.

This section will explain the categories of personal data that could be shared with us and the types of organisations/individual that may provide us with information.

Categories of personal data obtained

Telecare Services may obtain the following categories of your personal data:

- Name
- Address
- DOB
- Gender
- Contact Details

Telecare Services may also obtain and hold more specific information including:

- Recordings of any visits or contact you have made or we have made with you, this includes voice recordings of all calls made to and from the control centre.
- Information about other members of your household
- Details of family relationships in and outside of your household
- The names and contact details of your close relatives and/or carers
- The names and contact details of other people who you, or your advocate has nominated as a contact or personal responders (for example a friend or neighbour)

- Details of your GP
- Details of your phone and utility providers
- Details of your registered social landlord
- Details of any other services you are receiving
- Details about your needs in all areas of your life (e.g your care & support needs)
- Details of your Physical health
- Details of your Wellbeing
- Information used to assess your situation, such as assessments and reports
- Things that other organisations (such as health or care homes) tell us to help us understand your situation and needs and co-ordinate your care services more effectively
- Any additional needs or disability
- Details of your Mental health and capacity
- Details of your Personal outcomes
- Details of your Lifestyle information
- Access information for your home, including key safe locations and codes
- Information about any potential risk to people visiting your home (for example a protective pet)
- Financial information
- Criminal record
- Restorative Justice
- Deprivation of Liberty

Source of the personal data

Caerphilly County Borough Council Telecare Services receives and records information from a variety of sources on you. This information could be received from:

- Family Members
- Your personal contacts (nominated by you or your advocate)
- Emergency Services
- Other departments within Caerphilly County Borough Council
- Other Local Authorities
- Health Authorities
- Department of Work and Pensions
- Court of Protection
- Utility Companies
- Regulatory bodies – Care Inspectorate Wales/Health Inspectorate Wales
- Legal Representatives
- Care Professionals
- Funeral Directors
- Partner agencies

If you would like further information on the source of information we hold, please contact Caerphilly County Borough Council. This may require you to apply for a Subject Access Request under Data Protection Legislation.

Purpose and legal basis for using your information

Purpose of processing and Legal basis for processing

Telecare Services

Telecare Services provides Telecare equipment and a response to calls generated by that equipment, to eligible service users. The equipment enables service users to contact our Control Centre to seek support, including assistance for medical or social emergencies. The equipment

may also include sensors that automatically trigger a call to the Control Centre when a parameter has been met (for example, smoke sensors detecting a potential fire, or fall sensors detecting a potential fall). Control Centre operators will use information provided by the service user and / or sensor, along with information held about that service user and their personal responders in order to determine and make the most appropriate response. It may sometimes be necessary to consult with personal contacts or responders to determine the most appropriate response. Where other services or agencies are required to facilitate support, your personal information will be supplied to them, but only the information necessary for them to make the response.

We also process information in order to

- Register and process applications for the service
- Install and maintain the equipment installed for the purpose of carrying out the service
- Ensure the information we hold about you is accurate
 - We will contact you or an advocate to review your data
- Ensure your equipment is working
 - This may include an annual birthday call and / or letter requesting that you test your equipment
- Manage the financial side of our contract with you
 - To send invoices
 - To manage payments, including non-payment
 - Notifying you about changes in charges
- Manage our relationship with you
 - To notify you about changes to the service, terms and conditions or privacy policy
 - To ask you to provide feedback or complete a survey to help us improve the service
- Ensure the quality of the service
 - To ask you to provide feedback or complete a survey to help us improve the service
 - To conduct quality checks on calls to feed into service review and staff reviews.

If it is believed at any stage of the process that an adult may be at risk then the Protection of Vulnerable Adults Procedures will be followed, which may result in a formal investigation and assessment. This may involve several agencies such as the police or health.

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016 (GDPR), a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

- 1(b) processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.

Data Protection legislation provides extra protection for certain classes of information called 'special category personal data'. If any information falls within the definition of special category personal data then an additional condition from Article 9 of the Regulations must be identified.

Data Protection legislation also provides extra protection for personal data in relation to criminal convictions and offences. If any personal data falls within this category then an additional condition from Article 10 of the Regulations must be identified.

The condition detailed below is both an Article 9 and an article 10 condition for processing.

- 2 (1) This condition is met if the processing is necessary for health or social care purposes.
- (2) In this paragraph “health or social care purposes” means the purposes of—
- (a) preventive or occupational medicine,
 - (b) the assessment of the working capacity of an employee,
 - (c) medical diagnosis,
 - (d) the provision of health care or treatment,
 - (e) the provision of social care, or
 - (f) the management of health care systems or services or social care systems or services.

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Ms Joanne Jones
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service area for further information.

Details of main users of your information

The main users of your information will be Caerphilly County Borough Council Telecare Services.

If your case requires further action or involvement from Social Services, your information/data will be transferred to a team within Adult Services to receive the appropriate services or support.

These teams may include:

- Older People teams
- Occupational Therapy Team
- Physical Disability & Sensory Impairment Team
- Learning Disabilities Team
- Substance Misuse Team
- Mental Health Team
- Supporting People Team
- Community Support Services
- Children with Disability Team
- Adult Accommodation Teams (Supported living, Shared lives and Respite)
- Commissioning Team
- Residential & Day Care Services
- Home Assistance & Reablement Team (HART)
- Joint Hospital Discharge Team
- Adult Safeguarding/POVA Team
- Client Finances Team

In addition to the above the following teams may also have access to your information:

- Caerphilly County Borough Council Housing Department – if you are a CCBC Housing tenant and the support you require is housing related
- South East Wales Emergency Duty Team - If referral is made out of hours
- Complaints and Information Team - If the case escalates to a complaint
- Legal Services - If the case involves the court process
- Council Tax / Benefits Team – in order to check your eligibility for a subsidised charge for the service
- Financial Services Team - If your case is being assessed for financial assessment
- Insurance Services - If there is a claim against the Authority
- Health & Safety Team - If a risk assessment is required
- Corporate Finance/ Internal Audit teams - If an audit is required

Details of any sharing of your information within Caerphilly County Borough Council

Your information will be stored on a Caerphilly County Borough Council Telecare Services database (PNC) and also the Welsh Community Care Information System (WCCIS), which is a joint system for providers of Social Care, Community Health and Mental Health services in Wales.

Access to your information will be controlled, allowing relevant practitioners access to the required information to support the safe delivery of care to citizens of Wales.

Your personal information (name, address, contact numbers) may be used on spreadsheets to help manage and monitor the following

- Applications for the service
- Equipment fault management
- Annual data review returns
- Cancellation of service and collection of equipment
- Deleted records list

Details of any sharing of your information with other organisations

Our actions in response to the information received will be proportionate to the information and there may be times when we need to speak or consult with colleagues externally. This may include but not limited to:

When you or your equipment contacts us, the Telecare Services operator may pass your information/data to a third party in order to facilitate the immediate service or support you need. In some cases, we may also pass your information / data to a third party in order to facilitate ongoing support.

These third parties may include

- Emergency Services
- People nominated by you or an advocate as a personal responder
- Your GP or other healthcare professionals
- Carer or Care agencies
- Registered Social Landlord or Housing Team staff
- Alarm equipment engineers
- Translation services
- Other Local Authorities
- Department of Work and Pensions
- Court of Protection
- Utility Companies
- Family Members
- Health Authorities
- Regulatory bodies – Care Inspectorate Wales/Health Inspectorate Wales

- Legal Representatives
- Care Professionals
- Funeral Directors
- Partner agencies

Sometimes your needs will require a non-statutory intervention. In these cases a referral will be made to relevant organisations on your behalf, such as Citizen’s Advice Bureau or other support groups etc.

If a contract needs to be set up with an external provider, to provide a relevant service or support, all relevant information will be shared with the provider to ensure this service is successfully delivered.

All sharing of your personal data with other organisations will be carried out in compliance of data protection legislation requirements.

If you move outside of Caerphilly County Borough area your personal data may be shared with your new local authority to continue supporting you to meet your and /or your family’s needs.

To view the information provided to the Welsh Government regarding people receiving social services, please click: [here](#)

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and the Data Protection Legislation.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

How long Caerphilly County Borough Council retains information is determined through statutory requirements or best practice. We will keep all your information secure, whether held electronically or paper copies. Your information will only be kept for a specific period of time, after which it will be securely destroyed according to the Directorate’s Record Retention & Disposal Policy.

The nature of information we hold, will determine the length of time we hold it for.

Personal Information	<p>Electronic PNC record: Information is held for the duration of the contract and is removed from PNC immediately following the cancellation of the contract and return of the alarm equipment (If the equipment is not returned or is missing, the Telecare Manager can authorise the removal of cancelled accounts)</p> <p>Paper record: Information is held on file for the duration of the contract and is securely destroyed 12 months following removal from the PNC database</p>
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	(excluding the VAT form)
VAT forms	Held for 7 years after the account is removed from PNC
Call records	Held for 6 years
Voice recordings	Held for 2 years

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints

Summary Privacy Notice

How we will use your information

Caerphilly County Borough Council's Telecare Services will store any details relating to your situation in a way that will assist the Telecare Services in supporting you to meet your and / or your family's needs. We use the information to ensure your needs are provided for in a safe and appropriate manner. To do this we may need to share information your information with other Caerphilly County Borough Departments (for example, Social Services or Housing) and / or relevant external organisations (for example, Emergency Services, Healthcare professionals, carer agencies, other local authorities) and / or people nominated by you or an advocate as a personal responder. All calls made by the Telecare Services Contact Centre are recorded.

We will keep all your information secure, and it will only be kept for a specific period of time. Further details on how long we will keep your information are provided in the link below.

You have a number of rights in relation to the information held about you including the right of access to information we hold and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please click the following link:

[{Hyperlink to Full Privacy Notice on our website}](#)