

# Helpline & Response, Assistive Technology

## Privacy Notice

Date and version

August 2023 v2.0



### What this privacy notice is for

Our core data protection obligations and commitments are set out in the MioCare Group primary privacy notice at [https://www.miocare.co.uk/about/data\\_protection/](https://www.miocare.co.uk/about/data_protection/)

This notice provides additional privacy information for service users who access the Helpline and Response and the Assistive Technology services. The Helpline and Response service provides an emergency call system for use by people in their own homes/supported housing/residential setting. The Assistive Technology service provides customized technology and telecare to support the opportunity for people to continue to live safely in their own home/supported housing/residential setting.

### Updating our privacy notices

We may update or revise our privacy notices at any time so please refer to the version published on our website for the most up to date details

### What we use your information for

We collect [or obtain] your personal information for the following purpose(s):

- To maintain a safe and effective service, in line with regulatory requirements
- To ensure you receive the care and support required in line with your assessed needs and care plans
- To maintain your records in support of your care needs
- To obtain feedback in the form of consultation and satisfaction surveys

### What categories of personal information we use

Personal information can be anything that identifies and relates to a living person. This can include information that when linked with other information, allows a person to be uniquely identified. For example, this could be your name and contact details.

The law treats some types of personal information as 'special' because the information requires more protection due to its sensitivity. This information consists of:

- Racial or ethnic origin
- Sexuality and sexual life
- Religious or philosophical beliefs
- Trade union membership
- Political opinions
- Genetic and bio-metric data
- Physical or mental health
- Criminal convictions and offences

In order to carry out these purposes we collect and obtain the following personal information:

Category of personal data	Special/ Sensitive
Personal details (e.g. name, address, contact details)	
Date of birth	
Gender	
Racial or ethnic origin	Yes
Religious or philosophical beliefs	Yes
Physical or mental health	Yes
Lifestyle, social circumstances and property access details	
Language and communication needs	
Concerns and safeguarding information	
Advocate/family members/next of kin details	

### Legal basis for processing

The legal basis for processing and or sharing your personal information is:

- Legal obligation
- Consent
- Contractual
- Vital Interest

Examples of legislation that support this are listed below:

- The Care Act 2014
- Equality Act 2010
- Health and Safety Legislation

If you fail to provide certain information when requested, we may not be able to perform the support required or we may be prevented from complying with our legal obligations in line with CQC regulated activities.

### Information sharing/recipients

We may share personal information about you with the following organisations/types of organisations:

- Regulatory Authorities such as Care Quality Commission
- Health Care, Social and Welfare organisations
- Oldham Council
- Your advocate, family members and/or next of kin
- Telecoms providers responsible for the delivery of the Digital Switchover

Identifiable Personal Information could be shared under the following circumstances:

- Safeguarding, if something you tell us raises a safeguarding concern
- You raise a specific personal issue or concern that requires addressing
- You ask us to share your personal details

As well as information collected directly from you, we also obtain or receive information from:

- Regulatory Authorities such as Care Quality Commission
- Health Care, Social and Welfare organisations
- Oldham Council
- Your advocate, family members and/or next of kin
- Members of the public, if for example, there are safeguarding concerns or complaints
- Telecoms providers responsible for the delivery of the Digital Switchover

### **Data Transfers beyond UK**

We do not transfer any of your personal information outside the UK.

### **Automated Decisions**

All the decisions we make about you involve human intervention.

### **How long we keep your data**

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

As appropriate, service user files and historical information is archived for a maximum of 7 years.

### **Where can I get advice**

More information on how to seek advice in order to exercise your rights, raise a concern or complain about the handling of your personal information by MioCare Group can be found in the privacy notice which can be found at [https://www.miocare.co.uk/about/data\\_protection/](https://www.miocare.co.uk/about/data_protection/)