

Caretech Assure Hub Fair Processing Notice

This notice is to tell you about why we need your information and how we will handle it. This notice is for Caretech Assure Hub.

What Information do we need from you?

We need to know the following about you: name, address, email, telephone number, date of birth, emergency contact, ID data e.g., NHS number.

Customer may voluntarily submit special categories of personal data to the services, the extent of which is solely determined and controlled by them in their sole discretion and not a system requirement, and which may include, but is not limited to the following categories: Personal Health Information

Why do we need this?

We need this information so that we can offer you this service.

The service involves the use of technology equipment to assist you with your day to day activities and help us ensure you are receiving adequate support and remain as independent as possible.

Why are we allowed to process your information?

Data protection law allows us to process your information within certain conditions. In this case we are using our legal obligations and our official authority or performance of a public task as the lawful conditions for us to do this.

We also need an appropriate lawful reason to process sensitive data. In this case we are processing your sensitive personal data because of health or social care requirements.

Who will we share this with?

Sometimes we need to share your information with others. We will only do this when it is necessary to offer you this service, or if we are required to do so by law. When it is necessary, we may disclose your personal information to the following organisations: The Access Group.

How will we keep it secure?

We will take all reasonable steps to prevent the loss, misuse or alteration of your personal information. Only the people who need to see your personal information will be allowed access to it. We will not send your information outside of the UK/ Europe.

How long will we keep it for?

We will only keep this information for as long as necessary or as the law requires. For this service the system will operate using a live feed.

What if something changes?

If the information you provided changes or your circumstances change, please let us know. If we need to change something like who we want to share this information with, we will contact you to let you know.

Automated processing and use of Artificial Intelligence (AI)

We may use artificial intelligence (AI) tools, to help identify patterns in daily activities and highlight potential risks. These systems do not make decisions about you and any alerts or insights generated is reviewed by staff.

All processing is conducted in line with data protection legislation. Where AI tools are used within processes that have legal or significant effects on individuals, you will be informed, and you may have the right to express your point of view and request human intervention.

What are your rights?

You may request to see a copy of the personal information we hold about you. The law also provides you with other rights regarding your information including; correction of inaccurate data, objection to processing, moving your information to somewhere else, and in some cases, getting your information deleted.

If you are unhappy with the way your data is being handled or if you need to contact Leicestershire County Council's Data Protection Officer, please contact the Information Governance Team: informationgovernance@leics.gov.uk

If you are not satisfied with any response you may receive from us based on a complaint or concern about your personal information, you then have the option of contacting the Information Commissioners Office to take that complaint further. The Information Commissioners Office does like to see that you have raised a complaint with the Council first and received a response before contacting them. If you do wish to contact them, the address details can be found below:

The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

Website: www.ico.org.uk

Email: icocasework@ico.org.uk

Make a complaint: <https://ico.org.uk/make-a-complaint/>
