

# Kingston Care Alarm Service

We will use the information you provide to us with an emergency community alarm service in accordance with the signed agreement.

We process information about-

- people who sign up for the Kingston Care Alarm Service (Applicants)
- people who make applications on their behalf (referrers)
- other people who live at the address
- designated emergency responders/next of kin
- medical/social care professionals involved with the applicant

The types of information we hold includes-

- lifeline applicants
  - contact details
  - medical needs
  - social care needs
  - equality data
  - notes on situation when lifeline is activated
- referrers – name and contact details
- other people at address –
  - name
  - relationship to applicant
- emergency responders/ next of kin –
  - name
  - contact details
  - relationship to applicant
- medical/social care professionals – contact details

We receive information from -

- applicants
- professionals
- next of kin
- emergency services

We process personal information based on the following conditions in the GDPR 2018

6(1) (a) - the data subject has given consent to the processing of his or her personal data for one or more specific purposes

6(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

6(1)(d) - processing is necessary in order to protect the vital interests of the data subject or of another natural person

9(2) (a) - the data subject has given explicit consent to the processing of those personal data for one or more specified purposes, except where Union or Member State law provide that the prohibition referred to in paragraph 1 may not be lifted by the data subject

9(2) (c) - processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent

9(2) (h) -processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3

We retain incomplete applications for one year without contact after which they will be securely destroyed. We retain records for seven years after the service ceases after which they will be removed from the control room system and paper records will be securely destroyed

[More information about privacy notice can be found here \(insert hyperlink to the internal page\)](#)

If you would like to enquire about how your personal information is processed by us or wish to complain please contact –

Hull City Council

Data Protection Officer

Room 11

The Guildhall

HULL

HU1 2AA

You also have the right to complain to the regulator –

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number