

## Your information and how we use it

### Information we require from you

When we install an alarm, we will ask you to provide us with certain information that will enable us to provide our service to you:

- We will ask for personal details such as full names, telephone numbers, dates of birth, medical details, etc
- We will ask for contact details for doctors, nurses, social workers, etc.
- Information about your next of kin, emergency contacts, and key holders – name, telephone numbers, addresses, relationship
- Information about the services you may receive, such as meals on wheels, care assistants, etc – how often the service is provided, who provides the service, etc.
- Any other information that might be appropriate to your circumstances

### Reviewing the information we hold about you

It is vitally important that the information we hold about you is kept up-to-date. If you do not keep the information up-to-date, there may be times when we will be unable to provide the service you expect. You can contact us at any time to update your information. Please refer to the Contact section in this pack.

As part of your alarm agreement, you are committed to inform us of any changes to your circumstances as soon as they occur. However, we will also check the information we have for you in two ways:

- On an annual basis, we will send you a client information form. We ask that you complete this and return it to us so we can check that the information we have for you is up-to-date.
- After significant events that have caused you to use the alarm service to get assistance, where we have reason to believe that we did not have the information we needed to provide the necessary service on that occasion, we will contact you in order to update your record.

If at any time you or an advocate wish to request a written copy of the data we hold relating directly to you, please contact us using the details in the Contacts section in this pack.

## Data Protection

All of the information that you give us is stored and used under the requirements of the Data Protection Act 1998. This includes information that is held on a computer and in manual filing systems. We will only disclose information we hold about you to others when it is in the interests of providing the full benefits of Herefordshire Careline's alarm service. If you require any further information relating to your rights under the Data Protection Act, this can be sent to you on request.

## Voice recording of all calls to the control centre

The information that you give to us in order for us to provide a service to you is supplemented by information that is gathered as calls are recorded on the system. This includes the voice recording of all calls received. We use this information in order to provide you with a service, to gather statistical information for service development and review, to provide you with protection and to provide an accurate record of events. This data is also held and processed under the provisions of the Data Protection Act 1998.

## Your contacts

We will normally ask you to provide the names, addresses, and telephone numbers of at least two local contacts, these will need to be provided before or at the time of the installation of your alarm.

When we are supplied with the contacts' names, we will write to them and ask them to confirm whether they are agreeable to being named as a contact and understand what is expected of them. If any of them are unwilling, we will ask that they be replaced with another contact.