



Privacy Notice – HEARS

<p>Introduction</p>	<p>The HEARS service at Ipswich Borough Council ('the Council') provides this privacy notice to you to help you understand how we collect, use and protect your Personal Data.</p> <p>When reading this document please note that we use the terms 'Personal Data' and 'Personal Information' interchangeably.</p> <p>The purpose of this document is to acknowledge the Council's responsibilities to you under the United Kingdom General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 2018).</p> <p>For information on how the Council <i>generally</i> processes and protects your personal information please view our Privacy Notice, which can be found at https://www.ipswich.gov.uk/content/privacy-policy.</p> <p>The Data Protection Officer for Ipswich Borough Council is Siobhan Martin, Head of Internal Audit. She can be contacted at dataprotection@ipswich.gov.uk</p>
<p>Definitions used in this Notice</p>	<p>Personal Data means any information related to an identified or identifiable living individual- known as a 'data subject'. An individual is regarded as identifiable if they can be identified, directly or indirectly, from the information.</p> <p>Special Personal Data previously known as 'sensitive personal data', relates to race, ethnic origin, politics, religion, trade union membership, genetic data, biometric data (where used to identify a person), health, sex life or sexual orientation. Records of personal data relating to criminal convictions, offences and allegations are deemed to be as sensitive as the above types of data. Special Personal Data is distinct from other 'ordinary' data and requires greater justification for use and greater care when handling it.</p> <p>Processing means any operation which is performed on information such as: collection, recording, organisation, structuring, storage, adaption or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or making available, alignment or combination, restriction, erasure or destruction.</p> <p>Data Controller determines the purposes and means of processing personal data.</p> <p>Data Processor is an individual or entity that processes personal data on behalf of the Data Controller</p>
<p>Who we are and what do we do:</p>	<p>More detail is provided below but, briefly, the HEARS service provides an alarm and response service to Ipswich and the surrounding area.</p>



<p>How we lawfully process Personal Data</p>	<p>The Council is the ‘Data Controller’ for the information which is collected and further processed. This means we are responsible for deciding how we use your information.</p> <p>If you would like more information regarding the services delivered by the Council <i>generally</i> please visit our website, https://www.ipswich.gov.uk/.</p> <p>On some occasions, the Council and partner organisations may act as ‘joint’ data controllers. This means that we and the other organisation(s) decide between us what is to be done with personal data and how it is to be processed. Where this is the case the Council and the other organisation(s) will agree upon their respective legal responsibilities for the proper handling of personal data.</p> <p>The law allows us to process your personal data in several potential ways. In the case of Personal Data that is not deemed to be special category or about criminal convictions or offences it is processed in one of the following ways:</p> <ul style="list-style-type: none"> a) with your consent b) to take steps at your request with a view to there being a contract between us or to perform the contract itself c) where the Council needs to comply with any legal obligation placed upon it d) to protect the vital interests of individuals e) In the legitimate interests of a third party <p>Where we collect and use special category data, it will be under one of the following lawful bases:</p> <ul style="list-style-type: none"> • Article 9.2a: (with your) explicit consent • Article 9.2c- to protect your vital interests where you are not capable of giving consent • Article 9.2f: exercise or defence of a legal claim by us or where the courts are involved • Article 9.2g: reasons of substantial public interest: -provision of health care/ treatment and management of the same <p>Where we process any information relating to criminal convictions or offences (including allegations) we will only do so where the law allows us to.</p>
<p>How the law protects you:</p>	<p>The UK GDPR and the DPA 2018 set out how we can lawfully use personal information. Complying with the law protects individuals from</p>



	harm and the Council will only ever process your information where we are legally able to.
<p>Our responsibilities</p>	<p>The UK GDPR and the DPA 2018 provide us with our main responsibilities for processing personal data.</p> <p>All personal information provided by you is held securely.</p> <p>For further information on our responsibilities, please see https://www.ipswich.gov.uk/content/privacy-policy.</p>
<p>Your rights:</p>	<p>The UK GDPR and DPA 2018 provide you with the following rights:</p> <ol style="list-style-type: none"> 1. The right to be informed 2. The right of access 3. The right to rectification 4. The right to erasure 5. The right to restrict processing 6. The right to data portability 7. The right to object 8. Rights in relation to automated decision making 9. The right to withdraw consent 10. The right to complain <p>Requests in relation to your rights should be directed to the Council. A request can be made verbally but we would prefer for you to do so in writing, by email to dataprotection@ipswich.gov.uk -or (in the case of a request for a copy of your personal data) using the Subject Access Request Online Form. Please note that you can see some of the information that we hold about you by logging into your Gateway account.</p> <p>When we receive a request from you in writing, we must normally give you access to everything we have recorded about you. However, we will not let you see any parts of your record which contain:</p> <ol style="list-style-type: none"> 1. Confidential information about other people 2. Information a care professional thinks will cause serious harm to your or someone else's physical or mental wellbeing; or 3. Information that could obstruct a criminal investigation if it were disclosed to you. <p>If you are requesting to view CCTV footage, please visit Making a request to view CCTV.</p>



	<p>For further information on your rights, please see https://www.ipswich.gov.uk/content/privacy-policy.</p> <p>If you are unhappy with the way the Council has processed your information, please contact dataprotection@ipswich.gov.uk. The Council will look into your concerns for you. If after that if you are still unhappy you may contact the Information Commissioner's Office. Their contact details are available at www.ico.gov.uk</p>
Your responsibilities	You are responsible for making sure you give us accurate and up to date information, and to let us know if any personal information we hold is incorrect.
When do we collect information about you?	We collect information about you from different places such as information received directly from you when you apply to join the service or seek assistance from us or when information is passed to the Council by other agencies and public authorities such as other local Councils.
What information do we collect, maintain and use?	<p>Every individual's situation is different. We will only collect and use the information we need.</p> <p>The information which we will collect, maintain and make use of may include:</p> <p>Your name DOB Where you are currently residing Contact information Nominated contact information Medical history including medications and GP details Bank account information Invoices Signature Key safe code Gender Co-habitation status Language spoken Device code Location of back-up key Incident reports Any pets Directions to property</p>
How do we use your information?	<p>We will be using your information to:</p> <ol style="list-style-type: none"> 1) provide information about the service and pricing to you 2) receive and process applications 3) enter into a contract with you 4) provide a service to you (monitoring and/ or responding and/ or add on services) 5) raise invoices and take payments



	<p>6) complete report forms and make referrals 7) contact your points of contact 8) correspond with you generally and market services to you</p> <p>Any information you provide will be kept strictly confidential</p> <p>We will not use your personal data for other purposes other than for what it was collected unless we have obtained your consent or for other lawful purposes (e.g. detection and prevention of fraud).</p>
How long do we keep your information?	<p>If you make an enquiry but do not take up the service, we will delete the record of your enquiry within 3 years.</p> <p>We will keep your personal information for three years after you leave the service.</p> <p>After this time, your personal information will be deleted from our system.</p> <p>You have the right to request that your personal information is deleted at any time, however whether this is possible will depend on the reasons why the data is processed. The Council will consider your request and comply where possible. If it is not possible, we will explain the reasons to you.</p>
Transferring your information overseas	<p>Currently, we do not transfer any personal information outside of the United Kingdom.</p>
Data sharing	<p>We may share your personal information with:</p> <ul style="list-style-type: none"> Other Council teams Your points of contact Medical or social care professionals The Coroner's Court Other agencies
National Fraud Initiative NFI	<p>We may share information provided to us with other bodies responsible for auditing, or administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For further information, see https://www.ipswich.gov.uk/content/privacy-policy.</p>