

Privacy notice



Why we collect your personal information

The Borough Council of King's Lynn and West Norfolk ("the Council") takes the safety of your personal information very seriously and will only ever process your information in accordance with the law, this includes the United Kingdom General Data Protection Regulations (UK GDPR), Data Protection Act 2018 and any other relevant legislation. You have a right to know how the Council processes your data and the purpose of that processing.

We collect data to enable provision of Careline Community Service goods and services. Some of the services provided include:

- Arranging the installation of equipment, servicing appointments and home visits.
- Handling and resolving enquiries about equipment.
- To maintain records of emergency contacts/nominated representative/next-of-kin.
- Responding to alarm calls, which may include accessing your location using GPS data to enable our contractors to locate you if assistance is required.

We may also use your data for any of the following purposes, in line with our corporate privacy policy:

- Statutory requirements i.e. reporting to Government
- Financial transactions
- Prevention and detection of crime
- Equality monitoring
- Service delivery
- Service improvement and planning
- Research purposes including consultations

Why we are allowed to use your data

The Council is permitted to use your data to fulfil a public task, and collects your data for those purposes. Our powers and duties come from various UK laws, including but not limited to:

- The Localism Act 2011
- The Equality Act 2010
- The Housing Grants, Construction and Regeneration Act 1996
- Disabled Facilities Grant (conditions relating to approval or payment of Grant) General Consent 2008
- The Care Act 2014

The Careline Community Service collects and processes data using powers conferred upon Local Authorities in UK GDPR. The following categories of lawfulness apply:

- Article 6(c) Processing is necessary for compliance with a legal obligation.
- Article 6(e) Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

In some instances, the Council may use your express consent as a means of processing your personal data.

Categories of personal data

The information we collect to carry out our statutory duties and deliver our services may include the following information:

- Names
- Addresses
- Dates of birth
- Telephone numbers
- Email addresses
- Medical records and conditions
- Payment details (debit/credit card)
- Bank account numbers and sort code for Direct Debits

- Registered GP/Practices

The information collected and held will vary dependent on the service used. In each case, we will only collect and keep your information to the extent it is proportionate for us to do so, and only for as long as necessary.

Special category data

On limited occasions we may come into possession of special category data. Special category data is personal data that needs more protection because its use can potentially present risks to an individual's fundamental rights and freedoms. Examples of this include personal data concerning health or racial/ethnic origin.

To process this data, Article 9 of the GDPR will apply:

- Article 9 (a) The data subject has given explicit consent to the processing of those personal data for one or more specified purposes
- Failure to provide accurate and complete information when requested may prevent us from providing you with the agreed service.

Who we may share your information with

In some circumstances, it will be necessary to share your information with other departments within the Council and/or external third parties, these may include:

- Police & Fire Authority
- Health & Social Care Agencies
- Judicial agencies such as the courts
- Other Local Authorities
- Immigration Service
- Government Departments such as HMRC, DWP etc.
- Contractors providing services on behalf of the Council
- Charitable organisations
- The Land Registry

To the extent that it is able to do so, the Council will prohibit any such third party organisation from using that data for any other purpose, and will require them to comply with all requirements of data protection legislation and government security standards.

How long we keep information about you

After we deliver a service to you, we have to keep your information as a business record of what was delivered. The type of service will determine how long we have to keep it.

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.

Retention periods for Careline Community Service records are published in our Health, Wellbeing and Public Protection Data Retention Schedule. This is reviewed on an ad-hoc basis.

Accessing the information we hold about you

You have the right to ask for all the information we have about you. This is called a Subject Access Request (SAR). Find out more and make an application online here.

If you wish to see more information about the way in which the Council uses your data, you can access our Corporate Privacy Policy and our Data Protection Policy.

You can find out more about privacy and data on the ICO website.

If you have a concern about how we are using your information, we would ask you to contact us in the first instance at data.protection@west-norfolk.gov.uk.