

## How your personal Information is used by the Midcare Service

Here at Midlothian Council, we take your privacy seriously. Under the Data Protection Act 2018, you have a right to know how we collect, use and share your personal data. The information below provides a general description of the kinds of personal data we collect in Midcare as we work to provide the telecare service, and how we might use and share it.

This privacy notice explains the information we need in order to administer the telecare service. Midcare is part of the Adult and Social Care service provided by Midlothian Council. More information about the Adult Social Care privacy notice can be found at [www.midlothian.gov.uk/privacy](http://www.midlothian.gov.uk/privacy).

### Our Privacy Promise

**We promise to collect, process, store and share your data safely and securely.**

#### What lets us collect your information?

Midlothian Council, as data controller, is required to comply with the Data Protection Act 2018 and the General Data Protection Regulation 2016 and have an appropriate legal basis when using personal information. When we are using more sensitive types of personal information, including health and care information, our legal basis is usually that the use is necessary:

- for the provision of health or social care or treatment or the management of health or social care systems and services; or
- for reasons of public interest in the area of public health; or
- for reasons of substantial public interest for aims that are proportionate and respect people's rights, for example research.

In some situations we may rely on a different legal basis; for example, compliance with a legal obligation to which we are subject.

#### What kinds of personal data do we collect?

The personal data we collect might include your **name, date of birth, address, CHI number, or other information that identifies you**. If necessary, we might also collect what is called 'special category' data – that is, sensitive information such as medical/health information. We will also collect property access information, and keyholder/responder/contact details.

#### How do we collect your personal data?

We collect your personal data in a number of different ways. You might give us your personal data, or details of others supporting you as a keyholder/responder/contact, by entering your information in a paper form, through the Council website, by speaking directly to staff, in writing, via email or over the phone.

We might also receive your personal data from other agencies or local authorities. If we share information regularly with another organisation, the conditions for sharing your personal data are set out in an Information Sharing Agreement.

### **How do we use your personal data?**

We use your information for the assessment, provision, and monitoring of the telecare service. We may check some of this information with other sources to ensure that this data is accurate, or gather information from other partner agencies such as Health. We may also use your personal data to help prevent or detect crime and/or when required by law and if necessary share it with other public bodies for those purposes.

### **Why do we share your personal data?**

We may share your information with our telecare systems supplier, but this will only be in the context of administering the system.

We will not normally share your information with organisations other than our partner organisations without your consent; however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public, safety, and in risk of harm or emergency situations.

Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

### **With whom do we share your personal data?**

If necessary, we might share your personal data with other agencies and authorities, depending on the service being provided. We will only share your personal data if it is necessary to do so, and the appropriate conditions have been met.

In general, the external bodies with whom we share information might include:

- East Lothian Council (from which we contract our telecare Alarm Receiving Centre [ARC] services)
- NHS Lothian
- Your GP
- Information Services Division within NHS National Services Scotland
- Other specific companies for the provision of specific products where data may need to be shared into a monitoring system they maintain (e.g. GPS location services with web portal access rather than ARC integration)

Personal data might also be shared between Midlothian Council services, including Adult Social Care and Housing.

### **How long do we keep your personal data?**

Your personal data is kept in line with Midlothian Council's Retention Schedule. The retention schedule sets out the kinds of information the Council creates and uses, how long it should be kept,

and what should be done with it at the end of its 'life'. To access our retention schedule please click on the link below:

[https://www.midlothian.gov.uk/downloads/file/1632/business\\_classification\\_schemeretention\\_schedule](https://www.midlothian.gov.uk/downloads/file/1632/business_classification_schemeretention_schedule)

#### **Further Information**

You can find out more about how we use your information to detect and prevent fraud or crime, information collected through our website, recorded telephone calls, CCTV, the rights you have under the Data Protection Act, and how to contact us by referring to the overarching Midlothian Privacy Notice at [www.midlothian.gov.uk/privacy](http://www.midlothian.gov.uk/privacy).