

## **Agreement for the provision of a Hertfordshire Careline assistive technology service**

### **1 Service Agreement**

1.1 The North Hertfordshire District Council ("The Council") will provide to the client ("the Client") an assistive technology service at the property detailed on page 5 of this Agreement ("The Property").

1.2 The service is described in the Service Pack which is known as the Careline Service ("the Careline Service"). This document will be received by the Client at the time of its supply and is available for review on the Council's website (see Contact Details - Section 6.6).

1.3 The equipment supplied to facilitate the Careline Service is collectively referred to in this Agreement as "the Assistive Technology Equipment". Particulars of the Assistive Technology Equipment provided to the Client pursuant to this Agreement will be set out in a document provided to the Client at the time of its supply. Any allied goods purchased outright and subsequently solely owned by the Client are collectively referred to in this Agreement as "Client Owned Goods".

1.4 Should the client wish to change the Careline Service at any time and this necessitates additional Assistive Technology Equipment then the particulars of these additions will be set out in a document provided to the Client at the time of its supply.

1.5 This Agreement will start at the end of the Cancellation Period (see Section 8 below) unless the Client requires the Careline Service to commence within the Cancellation Period in which case the Client must communicate this on page 5 of this document and then this Agreement commences on date of its installation or receipt by the Client and continues indefinitely until terminated according to its terms.

1.6 Should the Council change the Terms and Conditions as set out in this Agreement, it shall post a revised version of this Agreement on the website cited in clause 6.6 which shall automatically replace the Terms and Conditions of this Agreement. The revised version of this Agreement is automatically effective after it is initially posted on the aforementioned website. The Client's continued use of the Careline Service following the posting of a revised Agreement will constitute the Client's acceptance of these revised Agreement.

### **2 Charges**

2.1 A monthly charge for the Careline Service ("the Service Charge") must be paid in advance as long as this Agreement continues, or at other regular intervals as agreed between the Council and the Client.

2.2 The minimum period of the Careline Service is one calendar month save for the provisions of clause 2.5.

2.3 Subject to the provisions of Section 5 of this Agreement, the Service Charges will be subject to an annual review on 1st April each year while this Agreement continues and any increase in charges will be advised to the Client in advance of the increase. The Client shall have an opportunity to cancel this Agreement within a period of 6 weeks from the date on which the Client is notified of the increased charges without penalty. For the avoidance of doubt the Client will be required to pay the Service Charges up to the end of the calendar month in which the Council receives notification of termination – see Section 5.

2.4 Statements will be sent to the Client by the Council for the Service Charge and the cost of any other Client Owned Goods or service that has been agreed by the Client and those in connection with clauses 3.5, 3.8, 3.14 and 3.15 of this Agreement. Payment will be arranged by the Client by direct debit or other means as agreed between the Council and the Client or their representative. In the case of clients eligible for direct payments, Hertfordshire County Council shall also be party to any approved means of payment.

2.5 In the event that this Agreement commences during the Cancellation Period but the Client then cancels this Agreement during the Cancellation Period then the Client will be required to pay the Council's reasonable charges for the period for which the Careline Service was supplied.

### **3 The Client's obligations**

3.1 The Client will pay the Service Charge referred to in Section 2 of this Agreement on the due date for payment.

3.2 Where relevant, the Client will notify the Council of the names, addresses, and telephone numbers of the persons nominated as emergency contacts who may be called upon by the Council in an emergency and the Client must inform the Council of any changes with regard to these persons and/or their particulars. It is the Client's responsibility to inform their emergency contacts that they have been nominated to attend the Client's property if the situation warrants it. The Client, or their representative, shall advise the Council of any planned period of absence of the Client and/or his/her emergency contacts.

3.3 In the event of an emergency where the Client or the emergency contacts referred to in 3.2 above cannot be contacted or are unable to attend the Property, the Council reserves the right to call out the police or other emergency service who may have to force entry into the Client's property. The Council will not be liable for any damage occasioned or costs incurred by the forced entry.

3.4 The Client will comply with the provisions of the Careline Service Pack ("Service Pack") which is issued by the Council to the Client, and any instructions issued by the Council in relation to the use of the Assistive Technology Equipment from time to time, and in particular the Client will:

3.4.1 Advise the Council of any change in his/her circumstances;

3.4.2 Test the Assistive Technology Equipment in accordance with the requirements set out in the Service Pack;

3.4.3 Advise the Council in writing when the Careline Service is no longer required.

3.5 If the Assistive Technology Equipment becomes faulty during the term of this Agreement then the Client must notify the Council of this as soon as possible by calling the Council using the numbers provided in the Service Pack and the Council will make arrangements for its repair or replacement. This service is free of charge and does not affect the Client's statutory rights. The Council reserves the right however to make a charge in connection with maintenance visits where the fault is found not to be with any of the Council's Assistive Technology Equipment, for example failures associated with the Client's telephone landline provider.

3.6 The Client shall be responsible for the maintenance and repair of all Client Owned Goods.

3.7 Only Council authorised agents are permitted to attempt to repair or modify the Assistive Technology Equipment and the Client should not attempt to disconnect or repair the Assistive Technology Equipment under any circumstances. In particular, where the Assistive Technology Equipment includes a Global System for Mobile (GSM) telecommunication alarm unit the Subscriber Identity Module (SIM) or card shall not be removed or tampered with by the Client or any persons acting on their behalf or instructions.

3.8 The Client shall be responsible for the cost of any repair or replacement of the Assistive Technology Equipment where any damage, loss, or malfunction has been caused by the Client's own acts or omissions or those of any persons acting on their behalf or with their instructions and a price for any replacement equipment relevant to this clause, together with any delivery and/or installations costs, will be provided by the Council upon request.

3.9 The Client will allow a representative of the Council reasonable access to the Property to carry out any necessary tests or alteration or repair to the Assistive Technology Equipment and for the recovery of the Assistive Technology Equipment as and when deemed appropriate by the Council.

3.10 The Assistive Technology Equipment remains the property of the Council at all times and should not be sold or otherwise disposed of without the prior consent of the Council. At the end of the Agreement the Client shall contact the Council as soon as possible but no later than 28 days from the date of termination of this Agreement to arrange the recovery of the Assistive Technology Equipment - see Contact Details clause 6.6. Failure to return the Assistive Technology Equipment as requested by the Council may result in a charge of £50 + VAT.

3.11 Where appropriate the client shall allow the Council to install a key safe which will contain a house door key for emergency access and it is the Client's responsibility to notify their insurance provider and/or landlord of its installation. Where a key safe forms part of the Assistive Technology Equipment the Client will also ensure that the Council is provided with an up to date code for the key safe and that the right key is stored within the key safe at all times.

3.12 The Client will use the Assistive Technology Equipment only in accordance with the instructions given and in a proper and responsible way.

3.13 The Client will not abuse the Service and will only use the Assistive Technology Equipment in the case of an emergency or when it requires testing.

3.14 Where the Careline Service necessitates the provision of a mains electricity supply at the Property, the Client must provide this, including an extension lead as may be necessary, and agrees to pay all electricity costs associated with it.

3.15 Where the Careline Service necessitates the provision of a telephone landline connection at the Property, the Client must provide this, including an extension lead as may be necessary, and agrees to pay all costs associated with it.

3.16 Where the Assistive Technology Equipment includes a Global System for Mobile (GSM) telecommunication alarm unit, the Client agrees to pay all communication costs other than those directly related to the provision of the Careline Service.

3.17 Where the Assistive Technology Equipment includes Medication Dispensing Equipment, it is provided on the understanding that a responsible formal/informal caregiver can demonstrate the ability to pre-fill medications and regularly monitor the system. Where the system fails to perform within its normal operational parameters then the formal/informal caregiver is responsible for ensuring that the correct medication dose is given to the service user until such times as the service is restored.

#### **4 The Council's obligations**

4.1 The Council will provide the Careline Service in accordance with the provisions contained within the Service Pack.

4.2 The Assistive Technology Equipment will be maintained in good working order, fair wear and tear excepted. Maintenance (or, at the Council's option, replacement) will be undertaken at the Council's expense except in the case of damage, loss, or malfunction caused by the Client or any person acting for the Client when clause 3.8 will apply. This maintenance service does not extend to Client Owned Goods.

4.3 Unless the Council dictates otherwise, the Council has no responsibility to pay the Client compensation for financial loss, for any information which is lost or corrupted, or for any loss that could not have been reasonably expected. The Council will not be liable to the Client for any losses that s/he may suffer if s/he has used the service or equipment the Council has provided for business purposes.

4.4 Unless the Council dictates otherwise, the Council has no responsibility to pay the Client compensation for loss of services offered by the Council in this Agreement and the Service Pack for any events which are beyond its reasonable control which may include, but without limitation, lightning, flood, severe weather, fire, explosion, terrorist activities, anything done by Government or other competent authority, or industrial disputes.

4.5 Unless the Council dictates otherwise, the Council has no responsibility for the performance of, or damage caused by, Client Owned Goods after the point of sale to the Client save for the provisions of clause 4.6.

4.6 Nothing in this Section affects the Client's statutory rights relating to Assistive Technology Equipment or Client Owned Goods which are faulty or have been described wrongly.

4.7 If any paragraph that limits the Council's responsibility to the Client is disallowed or is not effective, the other paragraphs will continue to apply.

4.8 Regarding The Medication Dispensing Equipment, Hertfordshire Careline will provide limited support in maintaining the functionality of the equipment specifically in regards to the maintenance of the mechanical and electronic components. Where a failure of these components occurs then Hertfordshire Careline should be notified by telephoning 0300 999 2 999 and requesting a service visit. The engineer will then attend site within 72 working hours after the call is registered, to assess the action that needs to be taken in order to restore functionality of the equipment. If parts are required to restore functionality then there maybe a delay in provision due to component availability. Alternative backup arrangements should therefore be agreed between the caregiver and the service user or their agent to accommodate this eventuality.

4.9 Further to 4.8, filling of the unit with prescribed medication is the responsibility of the formal/informal caregiver in conjunction with the chosen pharmacy and the unit is supplied and service limited to one additional tray for this purpose.

4.10 Further to 4.8 and 4.9, the Council accepts no responsibility or liability regarding the filling of the unit.

## 5 Termination and Variation of the Agreement

5.1 Either party may terminate this Agreement for any reason on at least 30 days months prior written notice to the other, however if the Client wishes to cancel this Agreement within the first 14 calendar days following signing this Agreement please refer to Section 8. Where the Client is not able to terminate this Agreement due to incapacitation or death then the Council will accept written instruction from the following:

- 5.1.1 The Client's nominated Responder(s)
- 5.1.2 The Client's cited next of kin
- 5.1.3 The Client's appointed Executor(s)
- 5.1.4 A person who has a relevant Lasting Power of Attorney (LPA) or Enduring Power of Attorney (EPA)
- 5.1.5 A person appointed by a Court to manage the Client's affairs

Accounts will only be closed upon full settlement of any outstanding Service Charge and/or the cost of any other good or service that has been authorised by the Client prior to their incapacitation.

5.2 Any variation to the Careline Service under this Agreement or to the Agreement itself will only be valid when agreed in writing between the Council and the Client or in accordance with clause 1.6.

5.3 In the event that Client cancels the Careline Service in accordance with clause 5.1 the provisions of clause 3.10 apply.

5.4 The Council will not refund the Client, their agent, or estate the costs of the Careline Service for periods of service less than the period set out in clause 2.2.

## 6 General conditions

6.1 The Client may have access to written records relating to them held by the Council as a result of this Agreement. Requests must be made in writing to the Council and information will be supplied at a cost of £10 per request (see Contact Details in clause 6.6).

6.2 All calls to Hertfordshire Careline, which is the Council's Operations Centre at Council Offices, Letchworth Garden City, Hertfordshire, are recorded. Telephone numbers for Careline can be found in the Service Pack. Both the Client and the Council shall comply with any respective obligations under the Data Protection Act 1998 and the Council will undertake to ensure that any information provided by the Client will remain confidential save for the content of clause 6.3.

6.3 From time to time the Council may be obliged by law or order of the court to disclose the Client's personal information or information relating to this Agreement to meet any legal or regulatory requirements or obligations - for example law enforcement agencies are able to require telephone related information from the Council where it is relevant to their investigations into criminal activity. Also, the Council is obliged to abide by the provisions of the Freedom of Information Act 2000 and allied legislation. In such circumstances the Council shall be released from its duty of confidentiality.

6.4 The Council reserves the right to refuse or cancel connection to the Careline Service for any reason.

6.5 The Council has a complaints handling policy and a copy has already been supplied to the Client with the draft Agreement when the Client expressed an interest in the service. By signing this Agreement the Client acknowledges having received this policy booklet.

6.6 Where the Client needs to contact the Council in connection with the Careline Service, the Council can be contacted as below:

Hertfordshire Careline  
Council Offices  
Letchworth Garden City  
Hertfordshire  
SG6 3JF

Tel: 0300 999 2 999  
Fax: 01462 343000  
E-mail: [CarelineSupport@north-herts.gov.uk](mailto:CarelineSupport@north-herts.gov.uk)  
Website: [www.care-line.co.uk](http://www.care-line.co.uk)

6.7 No liability shall attach to the Council for any defect or failure of the equipment, its connection to the Customer Call Centre or Telecare Service equipment or any delay in carrying out repairs or failure to provide the service for any reason unless caused by the negligence of the Council or its agents.

6.8 No liability shall attach to the Council for any damage to the client's home due to any defect, failure or installation of the equipment unless caused by the negligence of the Council or its agents.

6.9 The Council reserves the right to sub-contract the Careline Service or any other service which relates to the provision of the Careline Service under this Agreement and to assign the benefit of this Agreement to any third party without the Client's consent.

## **7. Use of the Client's Personal Information**

7.1 The Council is responsible for protecting the public funds it manages. To do this it may use the information held about the Client to detect and prevent crime or fraud and the Council may also share this information with other bodies that inspect and manage public funds. For the purposes of the Data Protection Act 1998, the Council's Head of Revenues, Benefits & Information Technology is the Council's Data Controller (the holder, user and processor) of the information and will keep all information safe and secure. If the client would like to know more about what information is held about them, or the way the Council uses the Client's information, then the Client can either view the Council's website at [www.north-herts.gov.uk](http://www.north-herts.gov.uk) or contact the Council's Information Team at the following address: Council Offices, Gernon Road, Letchworth Garden City, Hertfordshire, SG6 3JF.

7.2 The Client gives consent, by signing this Agreement, for the Council to:

7.2.1 Store their personal data including voice recordings of all calls made on its systems and use it to deliver any services to the Client; and

7.2.2 Disclose relevant parts of the Client's personal data to those persons (such as named responders and next of kin), organisations, and statutory partners with which it works, where it is necessary for the services the Client needs or wants, or where required to disclose by law, for example, to social services where it encounters safeguarding issues and this may also include Emergency Services and GPs.

7.2.3 The Council may also share the Client's contact details with third parties only for the purpose of those third parties offering goods and services to the Client which may be of assistance to them and this may mean that the Client receives marketing literature in the post or marketing telephone calls or emails. The Client is required to consent to the sharing of data in this manner and can withdraw consent at any time by contacting the Council. A box is included at the end of this Agreement for the Client to confirm or refuse consent.

7.2.4 When sharing personal data with partners, the Council will be responsible for ensuring that this is transmitted in a secure way.

7.2.5 The Service User gives consent, by signing this Agreement, for the Council to process, release, and store both personal and non-personal data as set out in Schedule 2.

## 8. Cancellation Notice

8.1 The Client is entitled to an initial “cooling off” period and has 14 calendar days from the date of signing this Agreement to cancel the Agreement (the “Cancellation Period”) by either completing and returning the cancellation notice supplied or by the client submitting by either letter, email, or fax a clear statement confirming the decision to cancel this Agreement. Clients exercising their cancellation rights, as set out above, will be given a full refund of any money paid to the Council in advance in respect of the Service except in circumstances where the Client has requested commencement of this Agreement within the Cancellation Period in which case the charges specified in the Schedule will apply. Where the Client cancels this Agreement after the Cancellation Period has come to an end then the Council alone (acting reasonably) will decide what proportion (if any) of money paid by the Client for the Service will be refunded to the Client. The Cancellation Period starts on the day after this Agreement is made.

## 9. Miscellaneous

9.1 It is the Council’s responsibility to supply the Client with goods that meet the Client’s consumer rights. If the Client has any concerns that the Council has not met its legal obligations then they should contact the Council at the address in clause 6.6.

9.2 This Agreement shall be governed by and construed in accordance with the laws of England and the parties irrevocably submit to the exclusive jurisdiction of the courts of England. If any term, condition or provision contained in this Agreement shall be held to be invalid, unlawful or unenforceable to any extent, such term, condition or provision shall to that extent be omitted from this Agreement and shall not affect the validity, legality or enforceability of the remaining parts of this Agreement.

9.3 A person who is not a party to this Agreement shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Agreement.

**A COPY OF THIS AGREEMENT (ENCLOSED) IS TO BE RETAINED BY THE CLIENT FOR THEIR INFORMATION AND FUTURE REFERENCE**

**I/We have read and understood and agreed to the conditions of this Agreement. I/We wish to proceed to procure the Careline Service.**

**I/We do/do not give consent to the sharing of my/our data with third parties as detailed in clause 7.2.3. [Please circle “do” or “do not” as appropriate]**

**\*Option 1: I/We would like this Agreement to start as soon as possible which may be before the end of the Cancellation Period.**

**\*Option 2: I/We would not like this Agreement to start until the Cancellation Period has come to an end.**

**Name:**

**Address:**

**Signature:**

**Date:**

**\*Please delete whichever of option 1 or option 2 above does not apply to you.**

### Contact Permission

The Council would like to keep its Service Users informed of news and developments regarding its independent living services and those of other reputable local not-or-profit providers. The Council will treat Service User data with respect and it will never sell Service User data or release it to other organisations for marketing purposes. The Council supports research into the effectiveness of assistive technology and may contact Service Users seeking their assistance with studies and reviews. Service Users are under no obligation to participate.

Please tick the box(es) below as to how I/We would like to hear from the Council:

- Yes please, I/We would like to receive communications by email
- Yes please, I/We would like to receive communications by telephone
- Yes please, I/We would like to receive communications by post
- Yes please, I/We would like to receive communications by text message
- No thank you, I/We do not wish to receive communications by any means

## Schedule 1: Service Charges

Service	Monthly cost (for services commencing 2018/19)
MONTHLY COMMUNITY ALARM SERVICE CHARGE	14.10 + VAT* (LANDLINE INSTALLATIONS) 17.33 + VAT* (GSM INSTALLATIONS)
MONTHLY TELECARE SERVICE CHARGE (IF REFERRED BY HERTS COUNTY COUNCIL)	14.10 + VAT* (LANDLINE INSTALLATIONS) 17.33 + VAT* (GSM INSTALLATIONS)
LIVE-IN CARER ASSIST PACKAGE SERVICE CHARGE (UNMONITORED EQUIPMENT ONLY)	£10.85 INCLUSIVE OF VAT
LIVE-IN CARER ASSIST PACKAGE SERVICE CHARGE (CASCADE MONITORED EQUIPMENT)	£10.85 + VAT*
PROVISION OF A CAROUSEL MEDICATION DISPENSER	£6.50 + VAT*
MONTHLY ASSISTIVE TECHNOLOGY SERVICE CHARGE (FOR TERMINALLY ILL CLIENTS)	FOC
REPLACEMENT EQUIPMENT CHARGES	AT MANUFACTURER'S RECOMMENDED RETAIL PRICE + INSTALLATION COSTS (AT THE COUNCIL'S DISCRETION)*

## Cancellation Notice Charges

Should you exercise your cancellation rights within 14 days of entering into this agreement, and the connection equipment has already been installed, Hertfordshire Careline reserves the right to make the following charges:

Service	Cost (2018/19)
Collection and cleansing of equipment fee	£65.00 + VAT (if applicable)
Monitoring charge	£0.46 + VAT (if applicable) per day from point of connection to the service to the day of collection

## Maintenance surcharges

Where a maintenance visit has taken place and the fault is associated with the Client's telecommunications provider rather than the Careline service the following charge(s) apply:

Service	Cost (2018/19)*
Maintenance visit charge	£45.00 + VAT

\* VAT may not be applicable

## Schedule 2: Privacy Notice

This Privacy Notice sets out how the Council will manage personal information (“personal data”) relating to the Service User and their representative(s) or agent(s) (“data subjects”).

### 1. Use of Data Subjects information

The following table sets out what **personal** data is used in connection with the Careline Service together with an explanation regarding its use, retention, and impact of non-disclosure:

Type of Information	Where collected?	Purpose of processing	Legal basis for processing	How long will it be stored for?	Consequence of failing to provide information
Bank details	Application form or subsequent communication	To process Service User payments for the Careline Service	The processing is necessary for the performance of a contract to which the Service User is a party	The Council will keep these details in accordance with the General Data Protection Act. The Council will retain this information in accordance to the Corporate Retention Schedule.	If the Service User does not provide this information the Council will not be able to take payment for the Careline Service.  Consequently, the Council will not be able to contract with the Service User to provide the Careline Service
Email address	Application form or subsequent communication	To allow the Council to contact the Service User or their nominated agent regarding the Assistive Technology Service	The processing is based on the Service User's specific consent.	The Council will keep these details in accordance with the General Data Protection Act. The Council will retain this information in accordance to the Corporate Retention Schedule.	If the Service User prefers not to disclose this information then the Council may still be able to contract with the Service User to provide the Careline Service.
Service User race, and other personal characteristic information	Application form or subsequent communication	To assess the use of the service by persons with a protected characteristic as defined by Equality Act 2010	The processing is necessary for the exercise of the Council's official functions	The Council will keep these details in accordance with the General Data Protection Act. The Council will retain this information	If the Service User prefers not to disclose this information then the Council may still be able to contract with the Service User to provide the Careline Service.

				in accordance to the Corporate Retention Schedule.	
Preferred communication language	Application form or subsequent communication	To expedite oral communication with the Service User	The processing is necessary for the performance of a contract to which the Service User is a party.	The Council will keep these details in accordance with the General Data Protection Act. The Council will retain this information in accordance to the Corporate Retention Schedule.	If the Service User does not provide this information the Council cannot undertake to communicate with the Service User in the event of an emergency or serious incident.  Consequently, the Council will not be able to contract with the Service User to provide the Careline Service.
Service User 1 or 2 home address, contact details, and key safe information	Application form or subsequent communication	To allow the Council to contact the Service User regarding the Careline service and to return them to a place of safety in the event of an incident	The processing is necessary for the performance of a contract to which the Service User is a party.	The Council will keep these details in accordance with the General Data Protection Act. The Council will retain this information in accordance to the Corporate Retention Schedule.	If the Service User does not provide this information the Council cannot assist the Service User, directly or indirectly, to a place of safety.  Consequently, the Council will not be able to contract with the Service User to provide the Careline Service.
Service User 1 or 2 medical data, carer information and GP contact details	Application form or subsequent communication	To assist emergency services in the event of an incident involving the Service User (see Section 2 of the Privacy Notice)	The processing is necessary for the performance of a contract to which the Service User is a party.	The Council will keep these details in accordance with the General Data Protection Act. The Council will retain this information in accordance to the Corporate Retention Schedule.	If the Service User does not provide this information the Council cannot information to the emergency services.  If the Service User prefers not to disclose this information then the Council may still be able to contract with the Service User to provide the Careline Service.
Volunteer Responder 1	Application form or	To assist the provision of	The processing is	The Council will keep	If the Service User does not permit the collection

name, address, and contact details	subsequent communication	assistance in the event of an incident involving the Service User (see Section 2 of the Privacy Notice)	necessary for the performance of a contract to which the Service User is a party.	these details in accordance with the General Data Protection Act. The Council will retain this information in accordance to the Corporate Retention Schedule.	of this data the Council will not be able to provide assistance to the Service User in the event of an emergency or serious incident.  Consequently, the Council will not be able to contract with the Service User to provide the Careline Service.
Volunteer Responder 2 or more name, address, and contact details	Application form or subsequent communication	To assist the provision of assistance in the event of an incident involving the Service User (see Section 2 of the Privacy Notice)	The processing is necessary for the performance of a contract to which the Service User is a party.	The Council will keep these details in accordance with the General Data Protection Act. The Council will retain this information in accordance to the Corporate Retention Schedule.	This information is used to provide assistance to the Service User in the event of Volunteer Responder 1 being unavailable to provide assistance in the event of an emergency or serious incident.  If the Service User prefers not to disclose this information then the Council may still be able to contract with the Service User to provide the Careline Service.
Identity and contact details of proposed recipients of invoices and other correspondence regarding the Service User's service or installation of service	Application form or subsequent communication	To process Service User payments and update the Council's records as directed by the Service User.	The processing is based on the Service User's specific consent.	The Council will keep these details in accordance with the General Data Protection Act. The Council will retain this information in accordance to the Corporate Retention Schedule.	If the Service User prefers not to disclose this information then the Council may still be able to contract with the Service User to provide the Careline Service.

The following table sets out what **non-personal** data that is used in connection with the Careline Service together with an explanation regarding its use, retention, and impact of non-disclosure:

Type of Information	Where collected?	Purpose of processing	How long will it be stored for?	Consequence of failing to provide
Service User accommodation type	Application form or subsequent communication	To assist the Council with establishing the effectiveness	The Council will keep these details in accordance with the General Data Protection Act. The Council will	If the Service User prefers not to disclose this information then the Council may still be able to contract with the Service User to provide

		of if marketing and communication arrangements	retain this information in accordance to the Corporate Retention Schedule.	Careline Service.
Referral information	Application form or subsequent communication	To assist the Council with establishing the effectiveness of if marketing and communication arrangements	The Council will keep these details as regards individual service users in accordance with its Data Retention Schedule (see the Council's website). Statistical information will be kept for an indefinite period.	If the Service User prefers not to disclose this information then the Council may still be able to contract with the Service User to provide Careline Service.

## 2. How and why Service User data will be shared

The sharing of data (including personal data) will be strictly controlled by the Council. However, for the operation of the service the following data may be shared with cited third parties:

Type of information	Automated or Manual release of data	Recipient	Purpose
Medical information relating to the Service User  Information on the general welfare of the Service User	Manual	Ambulance Service or emergency healthcare provider	This information will only be provided if requested by the Ambulance Service or an emergency health care provider. This medical information (such as the Service User's medication or health conditions) shall be released in order to expedite the treatment of the Service User.
	Manual	Nominated third parties such as family members, carers, or friends of the Service User  Social Services  Emergency services  A service provider retained by the Council to provide outreach support services	The Council may contact the Recipients if, after reasonable enquiry with the Service User, it has significant concerns regarding the welfare of the Service User. This information is provided in order that the Recipients can check on the welfare of the Service User and take appropriate action.
	Automated	The Service User and a nominated third party (if the Service User has agreed to this optional service configuration)	The Council will share low battery data as part of this service with the Service User and those named third party Recipients if the Assistive Technology Equipment has a low battery that may inhibit its performance.

## 3. How Service User data will be stored and transmitted

All information provided to the Council regarding the Service User (and nominated third parties), including voice recordings, will be stored on the Council's Customer Relationship Management (CRM) software system.

Unfortunately, the transmission of information via the internet is not completely secure. Although the Council will do its best to protect Service User's personal data, it cannot guarantee the security of any data which is transmitted over the internet; any transmission is at their own risk. The Council will use strict procedures and security features to try to prevent unauthorised access.

## 4. The Service User and related third party data rights

Service Users have the following rights that they can exercise at any time by contacting the Council as set out in clause 6.6.:

- to ask the Council not to process their personal data for marketing purposes. The Council will inform Service Users, (before collecting their data) if it intends to use that data for such purposes or if Council intends to disclose that information to any third party for such purposes;
- to ask the Council not to process their personal data for scientific, academic, or historical research purposes, where relevant, unless the processing is necessary in the public interest;
- to request access to their personal information the Council holds;
- to ask for the information the Council holds to be rectified if it is inaccurate or incomplete;
- to ask for data to be erased provided that the personal data is no longer necessary for the purposes for which it was collected, and to request withdrawal of consent (if the legal basis for processing is consent), and the Service User has exercised their right to object, set out below, and there are no overriding legitimate grounds for processing, the data is unlawfully processed, the data needs to be erased to comply with a legal obligation or the data is children's data and was collected in relation to an offer of online pay services;
- to ask for the processing of information to be restricted if the accuracy of that data is contested, the processing is unlawful, the personal data is no longer necessary for the purposes for which it was collected or the Service User exercises their right to object (pending verification of whether there are legitimate grounds for processing);
- to ask for data portability if the processing is carried out by automated means and the legal basis for processing is consent or for a contract to which the Service User are party.

In the event that a Service User is unhappy with the Council's processing of their personal data, they have the right to lodge a complaint with the relevant supervisory authority, which is the Information Commissioner's Office (ICO) in the UK, at any time. The ICO's contact details are available here: <https://ico.org.uk/concerns/>.

## **5. Miscellaneous Provisions**

From time to time the Council may be obliged by law or order of the court to disclose the Client's personal information or information relating to this Agreement to meet any legal or regulatory requirements or obligations - for example law enforcement agencies are able to require telephone related information from the Council where it is relevant to their investigations into criminal activity. Also, the Council is obliged to abide by the provisions of the Freedom of Information Act 2000 and allied legislation. In such circumstances the Council shall be released from its duty of confidentiality.

The Council is responsible for protecting the public funds it manages. To do this it may use the information held about the Service User to detect and prevent crime or fraud and the Council may also share this information with other bodies that inspect and manage public funds.

All calls to the Council's Operations Centre are recorded.

The Service User may have access to written records relating to them held by the Council as a result of this Agreement. Requests must be made in writing to the Council and information will be supplied at a cost.

## **6. Changes to the Privacy Policy**

Any changes the Council may make to its Privacy Notice or policy in the future will be posted on the Hertfordshire Careline website:

<https://www.care-line.co.uk/>

## **7. Comments regarding data management**

The Council's nominated Data Controller is Mr H Crompton.

Questions, comments and requests regarding this privacy notice are welcomed and should be addressed to:

Email: [datacontroller@north-herts.gov.uk](mailto:datacontroller@north-herts.gov.uk)

Correspondence address:

Data Controller  
North Hertfordshire District Council  
District Council Offices  
Gernon Road  
Letchworth Garden City  
SG6 3JF

Telephone: 01462 474000

The Council's Data Protection Officer is:

Jo Dufficy  
Customer Services Manager  
North Hertfordshire District Council  
District Council Offices  
Gernon Road  
Letchworth Garden City  
SG6 3JF

Email: [dpo@north-herts.gov.uk](mailto:dpo@north-herts.gov.uk)

Telephone: 01462 474000