

**Privacy Notice  
Durham County Council  
Regeneration and Local Services  
Care Connect & CCTV**

**1. Who we are and what we do**

Durham County Council  
Regeneration and Local Services  
Care Connect and CCTV

Care Connect provide a 24/7 support (monitoring of calls and response to customers home) service to Care Connect customers and a telecare service to those customers with an assessed need. Telecare is equipment to help maintain independence the following is examples of some of the equipment we provide such as epilepsy, smoke, bed, chair, flood and property exit sensors. We also provide a private telecare service for those customers who do not wish to go through the assessment process and wish to purchase equipment directly from Care Connect.

Care Connect provides a Home from Hospital Service to the residents of Durham and Darlington to enable them to be safely discharged from hospital and assist in the prevention of readmission into hospital.

The service also works with North East Ambulance Service and responds to non-injury falls, to allow the ambulance service to deal with emergency calls. Care Connect provide a Lone Worker service for Durham County Council staff and external customers.

We also monitor Durham County Council corporate calls out of hours and have agreements with a number of external organisations to provide services, including out of hours emergency repairs.

Care Connect manage and monitor Durham County Councils public realm cameras and provide CCTV footage to the Police. Please note that the Police are the data controllers, once the footage has been transferred. Care Connect also provides footage via SARs (Subject access Requests) which are managed by the corporate data protection team.

The service complies with the CCTV Code of Practice with additional procedures to support the policy. All CCTV operators and Managers are SIA (Security Industry Authority) licensed.

For more information see the [Durham County Council website](#).

For the purposes of Data Protection, Durham County Council is the Data Controller for your information.

**2. What type of personal information do we collect and how do we collect it?**

For most of our services we collect the following personal information about you, with specific service example also given below;

- Name
- Contact details including postal address
- Telephone numbers
- Email address

- Date of birth

### **Care Connect/Telecare Customers \***

- Religion
- First preferred language
- Ethnicity
- Known medical conditions and disabilities (if you wish to disclose)
- Doctors details
- Support Services
- Next of Kin and preferred contact details and the option for Care Connect not to contact family in an emergency
- Key holders
- Ownership & type property for example a private rented flat,
- Key Safe code (if applicable) policy.
- We do record all of our intercom and telephone calls .This is required as part of our independent accreditation and annual audit of the Care Connect Service by the T.S.A (Telecare Services Association).  
We clearly state in our customer pack that calls are recorded and the reasons for the recording.

<http://www.durham.gov.uk/careconnect>

\*Please note if you are a Telecare customer we receive the above information on the referral form from a Social Worker.

### **Home from Hospital**

The following information is provided to Care Connect by the referrer e.g. a Social Worker or Ward Staff in hospital

- Reason for referral
- Date of discharge
- Identified support needs
- Feedback on service performance/ survey detail
- Your next of kin/ contact details and details of the support you require for example a meet and greet from hospital, emergency shopping.

### **NEAS (North East Ambulance Service)**

The following information is provided by the ambulance service.

- The details of your non-injury fall
- Care Connect collect the following information
- Your name and relevant information regarding the assistance we have provided to you.

### **Lone Worker**

Care Connect collect the following information to deliver the Lone Worker Service

- Department

- Line manager name, contact details and availability.
- Your gender
- Hair colour,height,eye colour, build and your date of birth
- Vehicle details make and model, colour and registration
- Medical needs and allergies
- Your next of kin contact details.

We also retain a photograph of you on the Lone Worker system to assist the contracted security company when there is need to escalate an incident and to help identify you.

### **Out of Hours Calls**

Care Connect provides out of hours call handling service for a number of agencies including DCC corporate calls. Please note list below which provides details of the call handling we provide.

Durham County Council

- All corporate calls (excluding the EDT Emergency Duty Team)
- Out of Hours Repairs.
- Homeless

### **Homeless out of Hours**

Care Connect collect the following information to deliver the homeless service.

- Do you have anywhere safe to remain for that night?
- Any additional information you may want to provide.

## **3. What is our power to obtain and use the personal data?**

### **Lawful Basis (Article 6)**

**Consent:** You or a legal representative have given consent, for example you have registered onto our Lone Worker service

**Contract:** You have entered a contract with us, for example you subscribe to the care connect telecare service

**Vital Interests:** it is necessary to protect someone in an emergency, for example in relation to health, safety or security related emergencies

### **Article 9**

Special category data:

**Explicit consent** You or your representative gave us explicit consent.

**Health and Social Care** We use it to deliver health or social care services including occupational health.

## **4. What is your personal information used for?**

The Care Connect Team collects and processes information about you for the following purposes:

- To deliver the Care Connect service appropriately and safely in your home environment and the associated service charges.

- To monitor and respond appropriately to your Telecare service.
- To deliver the Home from Hospital service to assist in a safe discharge from hospital or to prevent an inappropriate admission.
- Working in partnership with NEAS to provide a responsive, safe service should you have a non-injury fall.
- To ensure your safety whilst you are working alone and to escalate to a security company or Police should there be an emergency situation.
- Out of hours calls can be an emergency situation such as a gas leak or electrical problem and we use the data to ensure we can provide an appropriate response.
- During out of hours we may need to assist you if you are homeless and the council has a statutory duty to provide this service.
- Work in partnership with the Police to improve community safety and to prevent and detect crime.
- Working in liaison with the DCC Adult Health team
- Enable the identification, apprehension and prosecution of people carrying out crime, disorder and other criminal activities.

#### 5. Will your personal information be shared?

The Care Connect, Telecare, Home from Hospital Service and the NEAS assistance for non-injury falls service do share your personal information but only in exceptional circumstances. We may also have to share your information if it is in the vital interest of your welfare or that of another person. The information may be shared with people from other organisations involved in providing or arranging services to you.

- Police
- NHS including your GP (General Practitioner)
- Ambulance
- Fire Service
- **Lone worker service only**, we share information in an emergency only with the contracted Security company for your safety whose operatives are SIA (Security Industry Association) licensed.
- Environment Agency
- DCC to assist with enforcement information

#### 6. How do we keep your personal information secure?

The security of your personal information is important to us. This is why we follow a range of security policies and procedures to control and safeguard access to and use of your personal information.

Examples of our security include:

- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it;
- Training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong.

#### 7. How long will we keep your personal information?

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 you receive will determine how long we have to keep your information. Our [corporate retention guidelines](#) show how long we keep information for different services.

The retention periods for this service are as follows;

Care Connect PNC6/ TeleCare/ NEAS/ Lone Worker – Records are deleted from data base when service ends and the is then system purged every 18 months.

#### 8. Is your personal information processed outside the European Union (EU)?

We do not process your personal information outside the EEC your personal information.

#### 9. Marketing (if applicable)

At no time will your information be passed to organisations external to us and our partners for marketing or sales purposes or for any commercial use without your prior express consent.

#### 10. What are your Information Rights?

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

- to have any inaccuracies corrected;
- to have your personal data erased;
- to place a restriction on our processing of your data;
- to object to processing; and
- to request your data to be ported (data portability).

**If you wish to exercise your information rights, please contact our Data Protection Officer at [DPO@durham.gov.uk](mailto:DPO@durham.gov.uk) or alternatively write to:**

DPO,  
Floor 4 Room 143-148,  
Durham County Council  
County Hall,  
Durham  
DH1 5UF

You also have the right to request a copy of the personal information council holds about you. To do this, you can apply on line or download an application form from the [DCC website](#) or you can contact the data protection team at [dataprotection@durham.gov.uk](mailto:dataprotection@durham.gov.uk)

To learn more about these rights please see the [ICO website](#).

## Further Information

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the best standards to protecting your personal information. If something goes wrong with your personal information, or you have questions about how we process your data, please contact our Data Protection Officer at [DPO@durham.gov.uk](mailto:DPO@durham.gov.uk)

If we have not been able to deal with your complaint, you can also contact the [Information Commissioner's Office:](#)

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

**Telephone:** 0303 123 1113 (local rate) or 01625 545 745

**Fax:** 01625 524 510