

## Lifeline 365 - privacy and your data

### 1. Who we are and what we do:

Lifeline 365 is a medical telecare subscription service operated by Folkestone & Hythe District Council. The service helps provide peace of mind to customers by installing communication or monitoring devices that help promote welfare and independent living. These can include:

- Lifeline alarm unit.
- GPS pendant.
- Fall detector.
- Bed occupancy sensor.
- Epilepsy sensor.
- Universal sensor.
- Smoke / carbon monoxide alarm.
- Care assist alert.
- Wristband IDs,

For more details about these products and how they function, please see the [Lifeline website](#). For additional information about your rights and when the Council will share data, this document should be read alongside the Council's [general privacy policy](#).

### 2. What information do we hold and use?

In order to provide you with your preferred service, Lifeline requires:

- Biographical details about you, i.e. name, address, date of birth.
- Contact details, i.e. phone numbers or email addresses.
- Emergency contact, i.e. next of kin or another nominated person operators can contact to assist you.
- Biometric data, i.e. heart rate monitoring or epilepsy detection (if subscribed)
- Medical and health data, i.e. details of any conditions that Lifeline operators should be aware of in order to respond to emergency alerts.
- Payment details, i.e. bank account numbers for establishing a direct debit, and transaction logs showing submitted payments or refunds.

### 3. How do we obtain your personal information?

Information required by the service will only be obtained from yourself as the data subject, or from an authorised 3<sup>rd</sup> party you have nominated to represent you, i.e. someone with valid power of attorney, or written permission to represent your affairs.

Records such as notes or call recordings will also be created when Lifeline officers interact with you.

Certain sensors that are available as a part of the service will also record information about you and your health, for example, epilepsy or heartrate sensors.

#### **4. What do we use this information for?**

This information will be used in order to provide you with the service package you have subscribed to, as set out in the service agreement.

Your data may also be used for internal training and monitoring purposes, in order to ensure that Lifeline operators continue to provide a high quality service.

#### **5. On what basis do we use your data?**

When processing your personal data, Lifeline relies on the following conditions:

- The processing is necessary to fulfil the terms of a contract we have entered into with you.
- Additionally, when processing medical or biometric data, Lifeline will obtain your explicit consent to proceed. Data will only be obtained in so far as it is necessary for the provision of the service.

You are free to withdraw your consent to processing at any time, and ask for your personal data to be removed from our records. Alternately, you can send an email to [lifeline365@folkestone-hythe.gov.uk](mailto:lifeline365@folkestone-hythe.gov.uk) or the Council's Data Protection Officer at [data.protection@folkestone-hythe.gov.uk](mailto:data.protection@folkestone-hythe.gov.uk)

- Following the end of the service, Lifeline will retain a copy of your data for a short period in order to defend or exercise it's legal rights.

#### **6. Who do we share your data with?**

- **LeGrand Electric Ltd:** A data processor who provides cloud hosting services and technical support for Lifeline software.
- **Emergency Services:** When you call for assistance through your emergency button or pendant, depending on the circumstances, operators may need to refer your details to the emergency services in order to protect your wellbeing.

#### **7. How long do we store your data?**

Lifeline will hold the data used to provide you with the service for the duration the service continues.

Upon the end of the service, an archived copy of your file will be held for a period of one year. This allows Lifeline to ensure that any over or underpayments are correctly settled, post-service communications managed, and to allow audit and governance oversight of the work carried out.

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