



# Your Information And How We Use It

## Holding your data under the Data Protection Act

All the information that you give us is held and used under the provisions of the Data Protection Act 1998. This includes information kept on a computer and in manual filing systems. Information we hold about you will only be disclosed to others in the interests of providing the full benefits of Cross Keys Homes' Lifeline alarm service. Further information relating to your rights under the Data Protection Act can be sent to you on request.

## The information we need from you so we can provide a service to you

Before we install a Lifeline, we will ask you to provide us with certain information that will enable us to provide the service to you:

- We will ask for personal details about each person using the service - full names, dates of birth, religion, preferred language, medical details, etc
- We will ask for information about professional contacts (doctors, nurses, social workers, etc) - telephone numbers, contact addresses, etc
- Information about nominated key contacts - name, relationship, address, telephone numbers, etc
- Information about services you may receive, such as meals on wheels, care assistants, etc - who the supplier is?, how often the service is provided?, etc

- Any other information that might be appropriate to your circumstances

## Confirming your key contacts know what is expected of them

In normal circumstances the names, addresses and telephone numbers of at least two local contacts living at different addresses need to be supplied to Cross Keys Homes before the installation of the Lifeline emergency alarm service. In certain circumstances we are prepared to accept a lesser number of key contacts but there are conditions attached and you would need to discuss this with us before completing your application. Please phone us on **08453 130 190**.

Those you nominate as key contacts must sign the section in the application form that contains their details. They are signing to confirm their understanding and acceptance of the role of nominated key contact.

These named persons will be contacted by our control centre where necessary, and when available should respond to the control centre's requests to visit the home of the person(s) using the service to check on their well being. This is except in known emergencies where, at the discretion of Cross Keys Homes, the relevant emergency services may be called in the first instance.

The names of these local contacts can be changed at anytime in writing or by telephoning the control centre with alternative names. We will write to the

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people you nominate as replacements to confirm their understanding and acceptance of the role. Where a contact is no longer able to act as a contact and you have no other contacts to nominate to us in place of them, it is important that you contact us to let us know this so that we can discuss with you any variations to the service that may be required as a consequence.

### Supplying up-to-date information

If you do not keep the information we have about you up-to-date, there may be times when we will be unable to provide the service you expect. We cannot be held responsible for any failure to deliver the expected service to you that is consequent upon your failure to supply us with accurate and up to date information.

### Reviewing the information we hold about you

It is vitally important that the information we hold about you as a Lifeline customer is kept up-to-date. In your agreement with us you commit to informing us of any changes as soon as they occur. However, as a safeguard, we will check the information that we hold about you, with you, as follows:

- a) You will receive an annual letter from us containing a printout of the information that we hold and all we ask is that you check the information on the printout, correct or update

anything necessary, and return it to us in a pre-paid envelope supplied by us. [There will also be a user satisfaction survey form in the letter which we will ask you to complete and return at the same time]

- b) After any significant events that have caused you to use the alarm service to get help, where we have reason to believe that we did not have the information we needed to provide the necessary service on that occasion. Again, we will send a printout of information to you, which we will ask you to correct and return to us

### Consent to data processing including voice recording of all calls to the Lifeline control centre

The information that you give us in order for us to provide a service to you is supplemented by information that is gathered as calls are recorded on the system. This includes the voice recording of calls received. We use this information in order to provide you with a service, to gather statistical information for service development and review, to provide you with protection and to provide an accurate record of events. This data is also held and processed under the provisions of the Data Protection Act 1998.

**See the factsheet 'Your Lifeline agreement' which covers things we expect you to agree to regarding your information if you use the Lifeline service.**