



# PSPS

Public Sector Partnership Services Ltd

# Telecare-Lifeline Privacy Notice

As your telecare-lifeline provider, we hold and process your personal data. In this notice we explain the information we need from you, why and how we use it, who we share it with, and your rights as a data subject according to Data Protection Law.

# About us

PSPS are a Local Authority Trading Company (LATCo) wholly owned by East Lindsey District Council and South Holland District Council, and we provide a range of front and back office services to both Councils. Performance, Service Delivery and People are the focus for us in delivering services to our customers, communities and colleagues.

**Public Sector Partnership Services Ltd**

ELDC Council Offices

Tedder Hall

Manby Park

Manby

Louth

Lincolnshire

LN11 8UP

# Information we process

Your name and details, including:

- address and telephone number
- date of birth
- relevant medical conditions

The name of any other relevant residents in your property, and:

- Their date of birth
- Relevant medical conditions

Details of your GP, including name, address and phone number

The number and location of your key safe (if applicable)

Details of up to 3 emergency contacts (if applicable – some customers use a Wellbeing Response Service instead). Details collected include:

- Name
- Address
- Telephone number(s)
- Their relationship to you
- Whether they have a key to your property

# How we collect your information and why we have it

All of the information we hold and process about you is taken from your Lifeline Application Form, VAT Relief Form and Direct Debit Mandate.

All of the information we collect is taken for the purpose of providing a telecare lifeline support service to you. You are contracting us to provide that service to you and we require this information to provide that service effectively.

# What we do with your information

Your information is used to help support you in the event of you requiring use of the Lifeline-Telecare service. When you press the button to make a call, this is referred to our monitoring service provider, who will deal with your call, assess your needs and consider what support you may need.

- We need your contact details so our monitoring provider is able to identify you, your location, and knows who to send help for and where to send help, should that be necessary.
- We need your medical details and those of your GP to allow our monitoring provider to make more informed decisions of the support you need when making a call. For example, GPs may be contacted when an individual sustains a non-injury fall.
- We need details of emergency contacts so we can send them to your address in a situation not serious enough to warrant calling emergency services, such as ambulance or fire brigade, but where you still require support.

PSPS uses a third party provider for the monitoring service, so when you activate your alarm, the call is taken by their operatives and they support you. Therefore, we share all of the details we collect with them, along with details of the telecare unit we have issued you with, and they hold this data on their own database.

Our current monitoring provider is the City of Lincoln Council who brand themselves as Lincare.

# How we store your information

PSPS manages a database of all customer, where we keep all of your personal data along with the details of your lifeline unit. We hold data for as long as the service is being provided and for a further 6 months after cancellation of the service, from the point of the device being collected/ returned to us.

Lincare have their own database, which they use to manage all customers they provide a lifeline monitoring service to. They hold data for as long as the service is being provided and then for a further 2 years after cancellation of the service, from the point of the device being collected/ returned to us.

# Your data protection rights

Data Protection Law outlines your rights as a data subject. Some relevant rights to you with regards to the telecare-lifeline service we provide are:

- The right to be informed: this privacy notice has been written to inform you of everything you might need to know, but you can contact us if you require more information
- The right of access: you have a right to access copies of personal data we hold about you.
- The right to rectification: you have a right to have our records about you changed if they are incorrect
- The right to erasure: providing we no longer need your information to provide a service to you, and/or if you no longer receive a telecare-lifeline service from us, you have a right to request for your personal data to be removed from our system

# Contacting us and complaints

For all general queries, including any queries relating to your data protection rights and standard complaints, you should contact us via our usual Telecare-Lifeline contacts:

Email: [Telecare@pspsl.co.uk](mailto:Telecare@pspsl.co.uk)  
Phone: 01507 601111

If you wish to complain about how we process your personal data, you can contact our data protection officer by email at [data.protection@pspsl.co.uk](mailto:data.protection@pspsl.co.uk) or in writing at:

Data protection Officer  
PSPS Ltd  
Tedder Hall, Manby Park  
Manby  
Louth  
Lincolnshire  
LN11 8UP

You can also complain to the ICO directly if you are unhappy with how we have used your data.

The ICO's address:

Information  
Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113





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