

Telecare Cardiff and Meals on Wheels Privacy Notice

Telecare Cardiff is a 24-hour telephone link to our telecare alarm unit that allows you to stay safe and independent in your home. Telecare provides assistive technologies, typically a lifeline alarm (base alarm) and associated peripheral devices that trigger alarm calls. These include, but are not limited to, pendants, fall detectors, smoke alarms, bed sensors and door sensors.

Meals on Wheels deliver hot, nutritious meals to customers across the city and you can self-refer to the service or be referred by family, friends, and neighbours without the need to contact Social Services. This affordable service caters for people of all ages and you can order meals as a one-off, temporarily, or for often as you would like them.

Telecare Cardiff and Meals on Wheels are part of Cardiff Council, who is the Data Controller for the purposes of the data collected. This privacy policy is intended for customers who use our services and explains how Telecare and Meals on Wheels uses the personal data we collect from you.

All information collected is processed in accordance with the UK GDPR and Data Protection Act 2018.

How do we collect your data?

You directly provide Telecare Cardiff and Meals on Wheels with most of the data we collect. We collect data and process data when you:

- Register with us for the Telecare Cardiff and/or Meals on Wheels service
- When a Social Worker allocated to you submits a request for Telecare Cardiff and/or Meals on Wheels to be provided as a service
- When Independent Living Services, a GP (or other health professional) or a secondary care professional submits a request for Telecare Cardiff and/or Meals on Wheels to be provided as a service
- When Telecare Cardiff perform our annual welfare check on your birthday we capture updated information relating to health conditions, medications taken, contacts, and any other changes related to your GP surgery or Care Agency.

Telecare Cardiff may also receive your data indirectly from the following sources:

- Through the lifeline alarm installed, if there are behavioral sensors installed (such as movement, door sensors and smart plugs)

What data do we collect and why?

Telecare Cardiff and Meals on Wheels collects the following data:

- Personal identification information, including your name, date of birth and a unique 5 digit ID number
- Contact information, including your home address, email address, and phone number
- Contact details for a nominated family member, friend, or Neighbour, who will be our point of contact in an emergency where you have activated your telecare alarm
- Key safe number, if you choose to receive our mobile warden service, in case of an emergency where you have activated your telecare alarm or a fall has been detected
- GP information, which is collected in order to contact them in the event of a medical emergency
- Information regarding your care agency, which is used to contact them in the event of an emergency which requires their attention, such as they are late visiting you
- Financial information, such as benefits received or Council Tax reduction, which is used to assess you eligibility for a free service or reduced fee

We also collect the following Special Category data:

- Disability Data, which is used if we need to contact the Ambulance Service or a primary care professional such as your GP
- Information relating to any physical and/or mental health conditions, which us used if we need to contact the Ambulance Service or a primary care professional such as your GP. We may also contact a secondary care professional, such as a Physiotherapist or Occupational Therapist via Independent Living Services.
- Racial/Ethnic origin and Religion, which is collected in order to tailor services around your needs. This could be language preference for communications or conversations, and also dietary requirements for our Meals on Wheels service

Information about you and your health is collected in order to deliver the Telecare Cardiff and Meals on Wheels Services in the best possible manner. Contact information is used to contact nominated individuals in the case of an emergency

How will we use your data?

Telecare Cardiff and Meals on Wheels collects your data so that we can:

- Provide the necessary assistance in the case of an emergency, where you have had an accident or are unwell.
- Provide peace of mind to your nominated contacts that you are safe and well within your own home
- To proactively contact primary care professionals (GP Surgery) if we feel you require their involvement.
- To provide you with contracted services (i.e. Telecare or Meals on Wheels)

By having telecare installed in your home, we are instantly alerted if you are subject to a moment of crisis. This includes if you have fallen, or are otherwise unwell. We share your information with your

formal carer (if you have one), or your nominated contact (family member/friend) who's details you provided us at point of service take-up.

If the Meals on Wheels driver tries to deliver a meal and does not get a response, he/she will naturally be concerned about your safety. He/she will inform the office who will try to make contact with your nominated contact (family member/friend) who's details you provided us at point of service take-up.

Marketing

Telecare Cardiff and Meals on Wheels may contact you to provide you with information about our products and services.

If you have agreed to receive marketing communications, you can always opt out at a later date by withdrawing your consent. This consent will be agreed when making an application either directly or indirectly via a third party referrer.

If you no longer wish to be contacted for marketing purposes, please contact us at telecare@cardiff.gov.uk or call us [029 2053 7080](tel:02920537080).

Who do we share your data with?

your personal data could be shared with any of the listed partner organisations below;

- Independent Living Services (Cardiff Council)
- NHS Wales, including Cardiff and Vale Health Board if we need to contact your GP or the Welsh Ambulance Service due to a medical emergency or onward referral to the acute or frailty clinics.
- Your registered Care Agency (if you have one) if we need to contact them on your behalf, or on behalf of your family, friends, dedicated contacts
- Your GP due to a medical emergency
- South Wales Police
- The Welsh Ambulance Service due to a medical emergency
- South Wales Fire Service due to an emergency at your home involving smoke detector activation
- Caerphilly County Borough Council for the purpose of disaster and recovery needs.
- Yokeru for the purpose of AI calling.
- Care and Repair for the purpose of the installation of the key safe for our Mobile Response Service.
- Our Platform Providers- Enovation for Telecare and Smartt Solutions for Meals on wheels for software maintenance and updates.

How long do we keep your personal data?

Cardiff Council securely stores your data on their servers as well as third party servers supplied as part of our telecare monitoring platform.

Cardiff Council will keep your personal data for 12 months from point of termination of service, this retention period is to cover for the event an investigation is requested by governing bodies in regards to the Telecare/MOW service following termination of the agreement. If financial commitments remain

then Cardiff Council may retain your data until such time as these are satisfied. Once this time period has expired, we will delete your data by manually removing or redacting your record from our databases.

What are your data protection rights?

Telecare Cardiff and Meals on Wheels would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Telecare Cardiff and Meals on Wheels for copies of your personal data.

The right to rectification – You have the right to request that Telecare Cardiff and Meals on Wheels correct any information you believe is inaccurate. You also have the right to request Telecare Cardiff and Meals on Wheels to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Telecare Cardiff and Meals on Wheels erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Telecare Cardiff and Meals on Wheels restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Telecare Cardiff and Meals on Wheels' processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Telecare Cardiff and Meals on Wheels transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

Call us at: 02920 537080

Or write to us: Telecare Cardiff, Willcox House, Dunleavy Drive, Cardiff Bay, CF11 0BA

Our lawful basis

Our legal basis for our use of your personal data will generally be one or more of the following:

- Contract, where you or a family member have entered into a contract with us in order to receive the Telecare and/or Meals on Wheels services
- Consent, where you have provided consent to be signposted to receive additional services or marketing communications
- Vital interest, where we are required to process your information in an emergency
- Where processing is necessary for compliance with a legal obligation to which we are subject
- For the purposes of our legitimate interests

Privacy policies of other websites

The Telecare Cardiff and Meals on Wheels website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

For further information on how Cardiff Council process personal data, please view the full privacy notice here: [Privacy Notice \(cardiff.gov.uk\)](https://www.cardiff.gov.uk/privacy-notice)

Changes to our privacy policy

Telecare Cardiff keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 07/04/2022.

How to contact us

If you have any questions about Telecare Cardiff and Meals on Wheels' privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: telecare@cardiff.gov.uk

Call us: 02920537080

Or write to us at: Telecare Cardiff, Willcox House, Dunleavy Drive, Cardiff Bay, CF11 0BA

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Telecare Cardiff and/or Meals on Wheels has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office via their website [Your personal information concerns | ICO](https://www.ico.org.uk) or by calling 0303 123 1113.