

Kent Adult Social Care and Health Technology Enhanced Lives Service Privacy Notice



We (Kent County Council) would like to tell you about our Technology Enhanced Lives Services Privacy Notice.



This is a shorter easy read document of the full privacy notice. You can read the full notice on our website.

Details are at the end of this document.



We must give you this information by Law. The law is called the UK General Data Protection Regulation.



- This privacy notice tells you:
- How we collect personal information about you
- What personal information we collect
- How we use the information
- Who we share it with

What we mean by Personal Information



Personal information is:

- Your name, sex, telephone number, NHS number, date of birth, age.
- Contact details for members of your family and support network.



Special types of personal information are:

- Information about health conditions, disabilities or carers responsibilities that may apply to you,
- Information about you and your circumstances.
- Information about relevant health and safety concerns; and
- Information about your needs and wishes.

Collecting and sharing your personal information



We may need to share your information with other organisations to make sure you get the right support or help.

These can include providers who will help fit the technology inside your home and your family or your support network so they can also provide support to you. This could also be via Xantura.

There is more information on this in the full privacy notice.

How we use your personal information



We use your personal information to make a computer record about you and your health and social care needs.

This is what we use to plan your care and support.

We may ask for your feedback on the care and support provided to you.

We may also ask you to attend events to tell us about your feedback.

How long will your personal information be kept?



We have a retention document that lists how long we keep your records for.

We destroy all records securely.

There is more information on this in the full privacy notice.

The Law and collecting information



We are required by Law to provide health and social care services.

To do this we have the permission to collect personal information.

This allows us to give the right services for the individual and keep people safe.



We do not need to ask your permission to collect or share information.
We only share information when it is needed and in line with the law.



If you do not provide your information, you may not get the right services for you.



What about the NHS and care services?

To find out how the NHS use confidential information go to:
www.nhs.uk/my-data-choice

Your rights



Under the UK General Data Protection Regulation, you have the right to:

- Know what we are doing with your information and why
- Ask to see the information (by using an access request)
- Ask us to correct any mistakes
- Object to direct marketing
- Make a complaint to the Information Commissioners Office.



You may also be entitled to:

- Ask us to delete your information
- Have your information transferred electronically to yourself or another organisation
- Object to decisions being made that significantly affect you
- Object to how we use your information
- Stop us using your information in certain ways.



We will try to meet your request.

But we may be required to hold or use your information to comply with legal duties.

Looking after your personal information



How we look after personal information:

- We have security in place to help stop information from being lost or used in the wrong way
- We limit access to your personal information to the people who need it to make sure you get the right care and support
- Those who must use the information will do so confidentially



We will deal with any security breaches in line with the Law and let you know if you have been affected.

For more information



Contact the Information Resilience and Transparency Team to

- Exercise your rights
- Have a complaint about why your information has been collected
- How information has been used
- How long information has been kept for

Their contact details are:

data.protection@kent.gov.uk



You can contact our Data Protection Officer. The details are:

dpo@kent.gov.uk

Where we rely on your consent to process your personal information, you can withdraw your consent to our use of your data at any time.

You can do this by either phoning or emailing Adult Social Care and Health at 03000 414955 or tels@kent.gov.uk



To make a complaint to the UK Information Commissioner, go to their website: <https://ico.org.uk/make-a-complaint/>

Or telephone: 0303 123 1113



For the full document and more information please click this [link](#) or please visit kent.gov.uk.