

Home Monitoring Technology Privacy Notice

Introduction

This privacy notice explains how the Council uses your data when home monitoring technology is installed in your home by us.

When this technology is deployed, a communications hub is installed and sensors are distributed around your home, which measure door openings, movement inside the property, ambient temperature, light levels and power usage. Data from these sensors are then transmitted to the Provider's system which analyses the measurements, calculates and learns what is normal activity and tracks changes, such as regularity of kettle usage or number of movements around the house at night.

Who will be using your data?

Nottinghamshire County Council will be the data controller for the data you and the home monitoring equipment provide to us.

We also contract third party organisations to process your data on our behalf (e.g. suppliers of the monitoring technology).

What personal data do we use?

- Name and Contact Details
- Address
- Social Care ID
- Sensor data (light levels, electricity usage, movement at night etc)

What types of special category personal data do we need from you?

Special category data includes information about your health, race, ethnicity and religion.

- No special category data is collected or processed through the installation and monitoring of this technology, however some special category data around your health and wellbeing could be inferred from the data the sensors collect, for example, if there is less movement around your home, we may infer that your mobility has reduced.

Why do we use your data?

- For service delivery, such as being alerted to changes in your wellbeing, and taking action to make sure the care you are receiving is sufficient
- For service planning, training and improvement
- For research purposes

What legal reasons allow us to use your data in this way?

The majority of our social care work is undertaken on the basis of public task, as we are required to carry out certain duties as a local authority.

However, as you have the choice of whether to have the monitoring equipment installed at your home, our legal basis for the processing of this sensor data is that you have consented to it.

Who may we share your data with or receive it from?

- NHS agencies (GPs, Hospitals)
- Health organisations
- Welfare organisations
- Voluntary and charitable organisations
- Care Providers
- Residential care/nursing providers
- Service Providers
- Housing associations
- Fire & Rescue services
- Family Members
- Carers and Guardians
- Consultants

May personal data be transferred overseas?

The Council may for operational purposes transfer personal data overseas. In these cases, we will ensure that your personal data is protected and there are safeguards for the protection of your rights. Please refer to the [County Council's privacy statement](#) for further details.

How long is your data kept for?

This information is held in accordance with the Council's retention schedule – see [here](#).

What will happen if you do not provide or we cannot obtain the data needed?

- We may not be able to act as quickly if your wellbeing or care needs change, but we will still support you with your care needs.

Does the service make decisions using fully automated processes?

No.

What rights do you have over this use of your data?

- To be informed about how we use your data
- To access a copy of your data that we process
- To have us rectify or correct your data that we process
- To restrict our processing of your personal data
- To object to the use of your data
- To have your personal data erased
- To request that we transfer your information to you or another organisation
- To object to fully automated decision making

Some of these rights are subject to exceptions. Please refer to the [County Council's privacy statement](#) part 10 for further details.

Withdrawal of Consent

Home Monitoring is only done where you have consented to have the equipment installed in your home, and you have the right to withdraw your consent at any time.

To withdraw your consent, simply speak to your social work team, call 0300 500 8080 or email enquiries@nottscc.gov.uk. We will then come to remove the equipment from your home and delete the sensor readings and monitoring reports. We will not delete your social care information which we hold.

You can also switch off the hub at any time, which will mean that no further sensor readings will be sent through. If you do this, it is helpful to let your social work team know, so we can arrange to collect the equipment.

Contact the Data Protection Officer:

If you have any concerns about how the Council is using your data, you can contact the Council's Data Protection Officer by writing to:

DPO@nottscc.gov.uk

Or

Data Protection Officer
Nottinghamshire County Council
County Hall
West Bridgford
Nottingham
NG2 7QP

Please see the County Council's privacy statement for further information:

<http://www.nottinghamshire.gov.uk/global-content/privacy>

Contact details of the Information Commissioner's Office:

If you are unhappy with how your data has been processed by the Council or you feel your data protection rights have been breached, you have the right to complain to the Information Commissioner's Office at:

www.ico.org.uk

Or

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

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