

Technology Enabled Care Privacy Notice

Introduction

This privacy notice explains how the Council uses your data to provide Technology Enabled Care (TEC) solutions to adults in Nottinghamshire, such as 24 hour monitored Lifeline devices.

We use your data to undertake assessments to determine whether any TEC solutions provided by the Council may help you. Where a solution is identified, your data is used to arrange installation and manage that solution in your home.

Who will be using your data?

Nottinghamshire County Council will be the data controller for the data you provide to us.

We also contract third party organisations to process your data on our behalf (e.g. our TEC supplier who install and manage devices)

What personal data do we use?

- Name and contact details
- Age
- Date of birth
- Gender
- Address
- Social Care ID
- Employment and education information
- Housing needs
- Parent/carer details
- Care and support needs relating to disability
- Lifestyle and social circumstances
- Case file information

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

- Advocacy details
- Social care support outcomes
- Physical and mental health details
- Data relating to sexual orientation (where necessary)

We may also process data about criminal convictions, criminal offences or related security measures.

How do we use your data?

- For service delivery
- For service planning, training and improvement
- To prevent and detect fraud
- For research purposes

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

Our legal basis for processing your personal data is that it is necessary to perform our public tasks as a local authority, and/or necessary to protect the vital interests of the data subject or another person.

Our legal basis for processing your special category personal data is that it is necessary for the provision and management of health or social care services, and/or necessary to protect the vital interests of the data subject or another person.

Our legal basis for processing data about criminal convictions, criminal offences or related security measures is that it is necessary to perform our public tasks as a local authority, and/or necessary to protect the vital interests of the data subject or another person.

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
- Education providers
- Government organisations
- The Police
- Prisons and probation services
- Housing associations
- Fire & Rescue services
- Consultants
- Regulators
- Research bodies / publications

We can share information about you with any NHS and social care staff who directly support or care for you. We can generally do this without your consent. We can do this under what is called 'implied consent'. Implied consent means circumstances in which it would be reasonable to think that you would agree to the information being shared in support of your care. Information shared between NHS and social care

staff is always shared in confidence. You have the right to object to the sharing (see rights section).

Nottinghamshire County Council is one of the Nottinghamshire health and social care providers that participates in the Notts Care Record. This shared care record enables providers to electronically share your health and social care information. For more information, please see our dedicated privacy notice for the [Notts Care Record](#). You can also find out more about the shared care record by visiting the Digital Notts webpage - [Welcome to the NOTTS CARE RECORD - Digital Notts](#)

We may share anonymised data with organisations for research purposes. In these cases, no individual's will be identifiable from the data shared.

May personal data be transferred outside the United Kingdom?

The Council may for operational purposes transfer personal data outside the UK. In those 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 and disposal schedule](#).

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

- We could not undertake our statutory obligations of safeguarding and promoting welfare.
- We would also not be able to undertake assessments and provide you with support.
- We could not plan social care services in an effective way.

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
- To withdraw your consent (if it the legal reason why we use your data).

Please refer to the [County Council's privacy statement](#) for further information about your rights.

National data opt-out

The national data opt-out was introduced to give you a choice about whether you want your confidential patient information to be used just for your individual care and treatment or also to be used for research or for the planning of health and care services. To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters. You can change your mind about your choice at any time. If you do choose to opt out your confidential patient information will still be used to support your individual care.

The County Council has published a [statement of compliance with the national data opt-out](#).

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@nottsc.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

Last updated: 02/06/2026

