

# Community Services Department – Privacy Notice

## What information do we collect from you?

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- **Identity Data** includes first name, maiden name, last name, username or similar identifier, next of kin details, marital status, title, date of birth and gender.
- **Contact Data** includes billing address, delivery address, email address and telephone numbers.
- **Financial Data** includes bank account and payment card details.
- **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We also collect where required, health information which is categorised as Special Category Data under the General Data Protection Regulation.

We use different methods to collect data from and about you including through direct interactions. You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you apply for our products or services with online forms such as:

Alarms and Telecare	<a href="http://www.surreyheath.gov.uk/communityalarms">www.surreyheath.gov.uk/communityalarms</a>
Meals at Home	<a href="http://www.surreyheath.gov.uk/mealsathome">www.surreyheath.gov.uk/mealsathome</a>
Transport	<a href="http://www.surreyheath.gov.uk/communitytransport">www.surreyheath.gov.uk/communitytransport</a>
GPS	<a href="http://www.surreyheath.gov.uk/gps">www.surreyheath.gov.uk/gps</a>
Carer respite	<a href="http://www.surreyheath.gov.uk/carerrespite">www.surreyheath.gov.uk/carerrespite</a>
Windle Valley Centre	<a href="http://www.surreyheath.gov.uk/windlevalley">www.surreyheath.gov.uk/windlevalley</a>

## Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our public task category is being used for data handling where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please [Contact us](#) if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

<b>Purpose/Activity</b>	<b>Type of data</b>	<b>Lawful basis for processing</b>
To register you as a new customer for Alarms & Telecare, Meals at Home, GPS, Transport, Windle Valley, and Carer respite.	(a) Identity (b) Contact	(b) Performance of a contract with you (Article 6)
To process and deliver your service order in partnership with other Authorities under the “Community Services Partnership” comprising of all community services  Manage payments, fees and charges and to collect and recover money owed to us.	(a) Identity (b) Contact (c) Financial (d) Transaction	(b) Performance of a contract with you (Article 6)  (e) Necessary for our public task (to recover debts due to us) (Article 6)
To manage our relationship with you which will include:  (a) Notifying you about changes to our terms or privacy policy  (b) Asking you to leave a review or take a survey or provide a testimonial for case study	(a) Identity (b) Contact (c) Profile (d) Marketing and Communications	(b) Performance of a contract with you (Article 6)  (c) Necessary to comply with a legal obligation (Article 6)  (e) Necessary for our public task (to keep our records updated and to study how customers use our products/services) (Article 6)
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you on Community Services.  We offer all new customers the opportunity to opt-in or out to marketing material by type (email, post or phone).	(a) Identity (b) Contact (c) Profile (d) Usage  (e) Marketing and Communications (f) Technical	(e) Necessary for our public task (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy (Article 6)

<p>To support a multi-agency approach to a borough emergency, to ensure that residents identified as potentially vulnerable or at risk are identified as potentially requiring support or assistance</p>	<p>a) Identity b) Contact c) Profile</p>	<p>(d) Provided under vital interest as potential vulnerable individuals in the event of a borough emergency (Article 6)</p>
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## Who we will share your data with

We may have to share your personal data with the parties set out below for the purposes set out in the table above.

- Specific third parties such as Surrey County Council, and Surrey Heath CCG with whom we have service level agreements (SLA).
- Third parties to whom we partner or merge parts of our service or assets with; such as but not limited to Runnymede Borough Council with whom we have a monitoring contract with for the Community Alarm Service. Monitoring information is sometimes required to be provided to partners such as Adult Social Care, Clinical Commissioning Groups (CCG), Commissioning Support Units (CSU) and Frimley Health Integrated Care System (ICS).
- If a change happens to our service, then the alternative provider may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

## Transferring data outside of the EEA

We do not transfer your personal data outside the European Economic Area (**EEA**).

## How we handle data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

## How we handle data breaches

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

## **How long will we retain your information for?**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for 6 years after they cease being customers for internal administration purposes.

In some circumstances you can ask us to delete your data, contact the [Data Protection Officer](#)

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.