

# Privacy Notice for Lifeline

## Service description

The Lifeline service that allows Canterbury City Council to monitor the well being of Lifeline users, respond to calls for help and raise calls with the key holders and emergency services.

## Processing activity

The purposes for which your data will be used:

- Making bookings to visit customers and potential customers
- Demonstrating a Lifeline unit
- Entering in to a contract for the provision of a Lifeline contract with a hirer, without the hirers information we will not be able to enter into a contract
- Installing, maintaining, removing a Lifeline unit
- Monitoring the user
- Sharing information with the key holders
- Sharing information with the emergency services

## Information requirements

This information may include:

- Name, address, phone number, email address, financial details of the hirer
- Name, address, phone number, email address, health details of the user
- Name, address, phone number, email address of key holders
- Name, address, phone number, email address of next of kin
- Name, address, phone number, email address of the users doctor

## Lawful bases

Our lawful bases for processing your personal information are:

- Legitimate interests for the booking and demonstration of the Lifeline service
- Contract for the hire agreement
- Legitimate interest for the end users details when the end user is not the hirer
- Consent for holding health information about the end user
- Legitimate interest for the key holders, next of kin and doctors information
- Consent or vital interests to share information with the emergency services
- Vital interests to share key holder's or doctor's contact information with the emergency services

## Your rights

Your rights depend on the lawful basis we are relying on. More information is [available here](#).

## Data Processors

Canterbury City Council may use external contractors to demonstrate, install and remove a Lifeline unit, these contractors may also gather information about the hirer and the user and pass this to Canterbury City Council.

In the case of council properties East Kent Housing may also be involved.

## Data sharing

We may rely on a number of [exemptions](#), which allow us to share information without needing to identify a lawful basis for the sharing and without needing to provide you with information about the sharing. Please refer to the Kent & Medway Information Agreement for further details on our sharing arrangements.

## Retention

We keep your personal information for the minimum period necessary. The information outlined in this Privacy Notice will be kept in accordance with our Retention Policy. All information will be held securely and disposed of confidentially.

Please refer to our Corporate Privacy Notice at [www.canterbury.gov.uk/privacy](http://www.canterbury.gov.uk/privacy) for further details of how we process your personal information and your rights.