



Community Lifeline Privacy Notice

Your Data Controller is South Cambridgeshire District Council, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge CB23 6EA. The Data Protection Officer can be contacted at the address above, by emailing Infogov@3csharedservices.org.

What information we collect and why

The information you supply to register for the Lifeline Service will include personal information, such as your name and medical/support needs. Some information about you is much more personal, and because of that we must have clear reasons to require it. We collect and process this information along with other details about your needs to provide a Lifeline service to you.

The information you supply will be used to provide you with the Lifeline service. This applies to your information, the information you supply about everyone in your household and your emergency contact details. We need to ensure any application for the Lifeline service is assessed appropriately and this includes holding information about you and your nominated emergency contacts.

All information held is also shared with the call monitoring service (the service that receives and deals with calls through the lifelines). If you refuse to allow us to share information we will not be able to carry out the service for you and cannot be held responsible for any consequences to you of it not being carried out.

If you have any questions about this, please ask a member of the Lifeline Service.

Who has access to the information?

The Lifeline Service will manage this information and ensure relevant departments, for example, finance and benefits are informed of your details as required. All information held is also shared with the call monitoring service (the service that receives and deals with calls through the lifelines).

Other than this, we will only share your data when the law compels us to, or to carry out any of our legal or safeguarding responsibilities.

How long is my information kept?

In general, most housing records are held for 6 years after the file is closed. For example, when the support ends, the file will be closed, and details kept for a

minimum of 6 years. Some files are held for longer, for example, 12 – 15 years, if there are legal matters involved.

Your rights

You have the right to have incorrect information corrected – please let the Lifeline team know of any changes to your details, especially your contact details – as it is your responsibility to ensure they are correct. The Team can be contacted here:

The GDPR provides rights to individuals and strengthen rights that already exist under the Data Protection Act.

Individuals' Rights

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. The right to object to automated decision making and profiling

If you have any queries or concerns please contact the Visiting Support Team directly in the first instance by emailing Lifelines@scamb.gov.uk or calling 03450 450051.

You can change your communication options and/or opt out of communications with external support services at any time – please contact the team, as above. Please be aware that if you choose to limit the contact other agencies can have with you, this may impact on your ability to receive relevant additional support.