

## **Sensors within Social Care Research Privacy Notice**

We will keep this privacy notice under regular review; it was last updated in February 2020. When we use your personal data, City of York Council (CYC) complies with data protection legislation, and is the registered 'Controller'. Our data protection notification is registered with the Information Commissioner's Office (ICO) – reference Z5809563.

### **Why will information be collected?**

The City of York council's emergency response and telecare service provider, Be Independent, wants to collect feedback from customers to evaluate and improve the service they provide.

You are invited to take part in a research project to understand how sensors can be used in homes to improve health, wellbeing and to extend the amount of time an older person can live independently.

Our project, will install 'smart' sensors to enable patterns of behaviour to be tracked and monitored. This information will help us understand how this 'smart' technology could contribute to improving health and social care services, such as preventative care. By taking part in this survey, you will be able to share your feedback, and invite family members, loved ones and carers to participate in the survey before and after the trial.

The Be Independent Service need your permission to fit the sensor for a 12-week trial period, your consent to use your personal information as set out in this privacy notice, and your feedback after the trial has taken place. This means we need to tell you what we will do with the information we collect throughout this research and get your consent for this. The sensors are from a third party software supplier, Karantis360 Limited.

### **Who Karantis360 Limited are**

Karantis360 Limited are the company we are working with to undertake this proof of concept. They will be providing the 'smart' sensors and management software. Karantis360 Ltd is registered in England and Wales. Company No: 10598029, Registered Office: Landmark House, Station Road, Hook, Hampshire. ICO Registration Number, ZA496813,

Participation is voluntary and you can choose not to answer some of the survey questions. You can withdraw your consent at any time, by contacting, Tamyn Milton-Wright, Locality Service Manager for BeIndependent on either Tamyn.Milton-Wright@york.gov.uk or 01904 551870 or by speaking to your healthcare professional at their next visit.

If you request your data to be removed, then this removal will be actioned by Karantis360 Limited. You can withdraw your consent and participation in the proof of concept at any time by contacting, Tamyn Milton-Wright, Locality Service Manager for BeIndependent on either Tamyn.Milton-Wright@york.gov.uk or 01904 551870 or by speaking to your Be Independent staff member at their next visit. We will inform Karantis360 Limited and sensors will be deactivated remotely with immediate effect, this also prevents access to the system by your loved ones, family members and care providers. Arrangements will be made to remove the sensors from your home as soon as possible. When we use your personal data, City of York Council (CYC) complies with data protection



legislation, and is the registered 'Controller'. Our data protection notification is registered with the Information Commissioner's Office (ICO) – reference Z5809563.

### **What information will be collected?**

The information we collect on the survey will help us to evaluate and improve the support that we offer to adults with care and support needs.

The survey asks for some personal information in order to identify the needs of particular groups.

- We will use your feedback to understand how we can improve our services
- We will compare feedback to find common themes across all the survey response
- We need an accurate record of what was said for when we draw conclusions on our research
- We would like to get general information about you such as age and general so that we can make sure can provide a service for different types of people

### **The information we collect during the proof of concept:**

- An overview of you and your health and wellbeing; including daily routine, sleep pattern, movement between rooms, occupancy of the property/rooms, use of key facilities such as toilet, oven, microwave, fridge, freezer
- How you communicate with the people important to you and the Be Independent staff
- Your feedback on the sensors deployed in your home and improvements to support the Be Independent service
- Your thoughts and opinions about the telecare service provided by Be Independent
- Quotes or case studies from you that are relevant to the research
- We will take images used in the process for research purposes, including a profile image of yourself
- Data trends over time about your lifestyle patterns
- Changes to your daily routine that could indicate a change in circumstances or health
- We will seek your views through feedback on surveys before and after the proof of concept to establish a correlation between any changes in responses and the sensor service.

### **What will we do with the information?**

- We will use the information you give us to inform the wider digital review in order to help make suggestions for improvements to the service and suppliers
- Any information we use in presentations or reports will be anonymised and so will not identify any individuals
- Anonymised research for this project will be circulated to the wider Engagement Team for shared learning, and will be presented at the project board to members to form the next phase of the project
- We will ensure that it is used for no other purpose and is not disclosed to a third party i.e. other companies or individuals unless we are required to do so by law, for the prevention of crime and the detection of fraud.
- Where required or appropriate to, at the end of the retention period, we will pass the anonymised copies onto the City Archives any relevant information



- We aim to better understand the way sensors could enrich the information Be Independent have on an individual and how this could lead to better informed decisions, identification of health concerns between visits and peace of mind for loved ones.
- Extends care to non-intrusive 24x7 monitoring
- Alerts generated based on the sensors, which can be managed and tracked

We will not use the data for any other purpose than stated and will not disclose to a third party ie other companies or individuals, unless we are required to do so by law for the prevention of crime and detection of fraud, etc.

Online data will be collected using SurveyMonkey. To find out how they use your information, please see <https://www.surveymonkey.com/mp/legal/privacy-policy/>

#### **Why we use your personal information**

- We only use your personal information with your explicit and informed consent for the purposes described and set out in this privacy notice

#### **Where the information will be kept**

- Your information is protected with the latest encryption software and all data stored is encrypted. Any information retrieved and displayed on mobile devices for use by your Carer or Family Member is not stored on the mobile device, so if the device is lost or stolen your data is still protected. Karantis360 Limited and its software partner DCSL Software Limited (ICO Registration Number, Z1889314) are the only other companies that have access to the data, this is to ensure that the system is always protected and secure.
- Any paper-based information that we gather will be kept in a locked container until we save it in a digital format. The paper-based information will then be confidentially disposed of.
- We will transfer any information you give us, (including any personal data) in the council's secure network drive, where we will keep it safe and accessible only to those authorised.
- The supplier of the sensors are GDPR, HIPPA, HITECH, MDM compliant and your data stored is encrypted at rest on IBM Platforms. Any information displayed on mobile devices for use by a Carer or loved one is not stored on the mobile device, so if the device is lost or stolen your data cannot be accessed.
- Should you wish to have a family member, carer, loved one or loved ones involved in the proof of concept, they will have access to an app called Karantis 360 which will have a basic overview of your care information

#### **How long we will keep the information**

- We will hold personal information relating to yourself until the end of the analysis of the raw data received from the surveys, separate to the trial period of 3 months. We will retain anonymised information, including quotes for any future phases of the project.
- If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, we will seek your prior consent to the new processing, before starting it.



### **Your rights**

- To find out about your rights under data protection law, you can go to the Information Commissioners Office (ICO) <https://ico.org.uk/for-the-public/>
- You can also find information about your rights at <https://www.york.gov.uk/privacy>
- If you have any questions about this, want to exercise your rights, or if you have a complaint about how your information has been used, please contact us at [foi@york.gov.uk](mailto:foi@york.gov.uk) or on [01904 554145](tel:01904554145) or write to the **Data Protection Officer, City of York Council, West Offices, Station Rise, York, YO1 6GA**