

Helpline

Information collected

- Name
- Address
- Contact details
- Medical information
- Financial information

Agencies we might share your information with

- Emergency Services (East of England Ambulance Service)
- Hospitals (Colchester, Clacton and Harwich)
- Social Services
- Colchester Borough Homes
- North East Essex Clinical Commissioning Group

Purpose for processing

Helpline requires the above information in order to provide a service to you and set up a Helpline alarm. We only request the minimum amount of information and ensure that it is stored securely.

For further information on how Helpline stores and processes your information please visit <https://helplineplus.co.uk/privacy-policy/>

Length of time we keep your information

We will keep the information you supply on your Helpline form whilst you have an alarm and for 6 years after you cease your contract with us. Archived accounts on our IT systems will be deleted 3 years after closure. However, you do have the right to contact us and ask for your information to be removed prior to that where there is no obligation or statutory requirement for it to be kept. You can exercise this right by contacting helpline@helplineplus.co.uk.

Updates to this privacy notice

We will continually review and update this privacy notice to reflect changes in our processes and procedures, as well as to comply with changes in the law. When such changes occur, we will revise the "last updated" date at the bottom of this notice. We encourage you to periodically review this notice and to be informed of how we are protecting your information.

The privacy notice was last updated on 04/07/19.