

Home Call Privacy Notice

How we use your personal information

We use your personal information so that we can provide a community alarm service (Homecall) for you once you've decided to become a customer. Your details will be used in administering and collecting Home Call Rental and purchase charges within the City.

What we will do with your data

Your personal information will be held and used by the Council. Within the Home Call section we may share your information with Financial Services and Emergency Services. There may be certain circumstances where we share your information with other people or organisations in particular when reviewing Home call Discounts and Exemptions (Government through the National Fraud Initiative). We will only do so according to the General Data Protection Regulations.

How long will we keep your information?

Our Corporate Retention and Disposal Policy sets out how long we are required to keep your information for. For Home call services this is for a period of 6 years from the date when your account is closed. When we no longer need to keep it we will destroy it or archive it.

What will happen if you don't provide your personal information?

If you do not provide your personal information, we may be unable to assist you with your Home Call Service enquiry.

More information

For information on how we deal with Home Call accounts which are in arrears please see our privacy notice on payments and collection.

For more information on how we look after your personal information and what your rights are, go to <http://www.exeter.gov.uk/DataProtection> or contact the Data Protection Officer on 01392 265257.