Privacy Notice

Our contact details

Just Checking Ltd
The Mill, Brome Hall Lane,
Lapworth,
B94 5RB,
T: 01564 785 100
E: support@justchecking.co.uk

ICO Registration Number: Z1136545

The type of personal information we collect

We currently collect and process the following information:

- Name and contact details of staff, service users and their families
- Address of sensor locations
- Mental and physical health data
- Activity data derived from system sensors
- Geo location of GPS devices and Just Roaming handsets
- Local mast information
- Movements during the monitoring period (location within a dwelling)
- Information regarding the reason for and outcome of an installation

How we get the personal information and why we have it

All of the personal information we process is provided to us directly by you or your representatives, with your consent. Please note the information gathered from Just Checking sensors is categorised as non identifiable information.

We use the information that you have given us in order to fulfil our contractual obligation of providing activity monitoring services. With permission we may use anonymised information for marketing purposes.

We may share this information with:

- Just Checking staff members
- Local authority staff members
- Care staff
- Service users
- Service user family members

* Data will only be shared under instruction from the Controller.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting

matt.creak@justchecking.co.uk

(b) We have a contractual obligation

How we store your personal information

Your information is securely stored on UK and EU servers. Our servers are ISO 27001 certified, PCI-compliant and secured to UK government IL4 standards.

We keep data for 3 years after our contract ends or as stipulated by the Controller. You can request we delete or return the data collected via our systems and services.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances

You are not required to pay any charge for exercising your rights. If you make a request, we will respond within one month.

How to Complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

support@justchecking.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: www.ico.org.uk

We're here to help

If you have any questions about the UK GDPR or how we look after personal data, please get in touch.

Email: support@justchecking.co.uk

Phone: 01564 785 100
available 8.00am - 5.30pm Mon - Fri