

Privacy Notice – Lone Worker device

Croydon housing use an electronic device for council staff who are required to work on their own when visiting residents and/or working within the community.

The device enables the user to send and/or record their location using built in encrypted software, and if a member of staff has significant concerns that their personal safety is at risk, enables audio recording and/or assistance alert to be sent, to summon assistance to their location.

Training - all staff issued with this device have been fully trained in their use and the processing of any personal data that may be obtained via the audio recording facility. Staff will only use the audio recording facility if they believe that their personal safety is at risk and/or to summon assistance to their location.

Data Controller - the council is the data controller as defined by the Data Protection Act and the processing of any data obtained using the device is processed on behalf of the council by the supplier of the device.

Data Processing – the supplier will process any data that is obtained following the use of the audio recording facility. Any data exchanged and/or processed on behalf of the council, will be carried out using encrypted methods of data sharing.

Data Sharing - evidence, including audio recordings, obtained through use of the device may be used in criminal and civil proceedings and/or to take local sanctions against alleged offenders. If required, this information will be shared with the appropriate authorities.

Access to your Personal Information - if you believe that the council has used the audio recording facilities to record information about you and/or you were informed that an audio recording took place (you will normally be informed if this is the case), you are able to request any personal data that the council may hold about you by contacting:

Data Protection Team
Chief Executive's Department
Bernard Weatherill House
8 Mint Walk
Croydon, CR0 1EA
dataprotection@croydon.gov.uk

Questions about the use of the lone worker device - if you have any other concerns about the use of this device please contact:

Karl Maple
Head of Income & Lettings Service
Bernard Weatherill House
8 Mint Walk
Croydon, CR0 1EA
karl.maple@croydon.gov.uk

