

COMMUNITY ALARM SERVICE

# appletree careline

## Being a contact



New Forest  
DISTRICT COUNCIL

You may be thinking of becoming a keyholder or emergency contact for someone who has an Appletree Careline community alarm or you may already have agreed to perform this important role.

This leaflet explains what that means and what you would be expected to do, by answering some of the most frequently asked questions that we receive from our customers or their contacts.

## What does a contact do?

Following an alarm activation, a contact may be called by Appletree Careline to visit the property to provide us with additional information about the nature of the call. You will need to be able to access the property by using a key or the key safe code, given to you by the resident.

We may ask you to provide reassurance, provide access to the property for the emergency services if they are required or if there is an issue we are unable to resolve over the telephone.

## When might I be contacted?

We could contact you at any time of the day and night but we would only contact you in an emergency following an alarm activation.

Please tell us if you are only available to be contacted at certain times; for example not at night or on a particular day.

## What if I am not available?

We will always call another contact but please let us know if you are going away to avoid any unnecessary delay in an emergency situation.



“ providing  
reassurance  
and  
access ”

## What information do I provide?

Appletree Careline will need your name, address and all telephone contact numbers. This information will be held securely on our system and can only be accessed by our fully trained and skilled operators. If any of your information changes please ensure you update us as soon as possible.

We will contact you within 31 days of an installation to obtain your consent to act as a contact and to check that the information we hold is correct.

## Respecting your privacy

Appletree Careline is committed to protecting and respecting your privacy in compliance with the General Data Protection Regulation 2018.

Please see the Appletree Careline privacy notice on our website or telephone us for a copy.

023 8028 5523

[Newforest.gov.uk/Appletreecareline](http://Newforest.gov.uk/Appletreecareline)

## What if I no longer wish to be a contact?

Please let the resident know that you are not able to be a contact.

Let us know and we will remove all of your details from our database.

“your  
information  
held  
securely”

“keep  
your details  
up to  
date”



# appletree careline

Please contact us for further information or to discuss  
how we can tailor our service to best assist you.

**023 8028 5523**

[appletree.careline@nfdc.gov.uk](mailto:appletree.careline@nfdc.gov.uk)

[newforest.gov.uk/appletreecareline](http://newforest.gov.uk/appletreecareline)