

PRIVACY NOTICE	<i>Compliments and Donations</i>	Version 2
Information Asset Area	<i>Committee Services</i>	
Date	October 2026	

•	Who is collecting your information?		
	Hereford & Worcester Fire Authority You can contact us by email on info@hwfire.org.uk or by phone on 0345 122 4454 or you can write to us at Hindlip Park, Worcester WR3 8SP		
•	What information is being collected?		
	<ul style="list-style-type: none"> • <i>Your name</i> • <i>Your address (postal or email)</i> • <i>Phone number</i> • <i>Nature of compliment/donation</i> 		
•	Why are we collecting this information and what will we use it for?		
	<ul style="list-style-type: none"> • <i>To allow us to process your compliment/donation and to provide you with a response if applicable.</i> • <i>Compliments: We share the content of your compliment with relevant parties within the Service in order to convey your sentiments.</i> • <i>Donations: The Service uses your personal data to process your information in order to provide you with a response.</i> 		
•	What are the legal reasons (legitimate grounds) for collecting your personal data?		
	UK GDPR / DPA <ul style="list-style-type: none"> • <i>GDPR Article 6(1)(f) Processing is necessary for the purposes of the legitimate interests pursued by the Service.</i> <i>It is in the Service's Legitimate Interests to direct public feedback and donations to the intended parties.</i>		
•	How will your information be stored?		
	<ul style="list-style-type: none"> • <i>Compliments: After passing your compliment to the relevant parties, the Service does not retain or use your personal data. An anonymised log is retained for the current year before being disposed of.</i> • <i>Donations: After sending you a thank you letter and forwarding your donation to the Fire Fighters Charity, the Service does not retain or use your personal data. An anonymised log is retained for the current year before being disposed of.</i> 		
•	Who will have access to your information?		
	Committee Services will process your request before removing personal information.		
•	Will your information be shared with anyone other than the Fire and Rescue Service?		
	Yes	☐	No ☒
•	If YES, then how will this be done?		
	N/A		

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•	If YES, then who with?
	N/A
•	How long will we keep your information for?
	<i>The Service does not retain any of your personal data once processed.</i>
•	How will your information be disposed of?
	<i>Electronic records are deleted and paper documents are shredded securely.</i>
•	Who do you contact if you have any questions about your information?
	<p>The Information Governance Department by email on informationrequests@hwfire.org.uk</p> <p>Or you can call on 0345 122 4454 or write to Information Governance, Hereford & Worcester Fire and Rescue Service, Hindlip Park, Worcester WR3 8SP</p>
•	What else do you need to know? Your Data: Your Rights
	<p>Under data protection legislation, you have statutory rights relating to your own personal data:</p> <ul style="list-style-type: none"> •Access - you have the right to know what data we hold relating to you and why, and to receive a copy of it; •Rectification - you have the right to have inaccurate information about you corrected; •Objection - you have the right to object to the Service using your information, and we would have to stop unless we have a sound overriding reason to continue; •Erasure, Restriction and Portability – in specific circumstances, you have the right to have your personal data deleted, to put limits on what the Service may do with it or to receive a copy in machine-readable form to take to another organisation; <p>For more information on your rights under the data protection laws you can have a look at the Information Commission's Office website by following this link https://ico.org.uk/your-data-matters/</p> <p>Should you wish to exercise any of your rights please contact the Information Governance department by email on informationrequests@hwfire.org.uk by phone on 0345 122 4454 (local rate) or by writing to:</p> <p>Information Governance Hereford & Worcester Fire and Rescue Service HQ Hindlip Park Worcester WR3 8SP</p>
•	How do you make a complaint?
	<p>Should you have any concerns regarding the management of your personal data and wish to make a complaint, in the first instance please do so using Hereford & Worcester Fire and Rescue Service's complaints system: Comments and Complaints.</p>

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	<p>If you are not satisfied with the outcome of your complaint, you can contact the Information Commission at ICO Head Office, 4th Floor, No. 3 Circle Square, 5 Hawkshaw Street, Manchester, M1 7BL, Tel: 0303 123 1113 (alternatively 01625 545745) or E-mail: casework@ico.org.uk.</p>
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