

<b>PRIVACY NOTICE</b>	Telephone Call Monitoring	Version 1
<b>Information Asset Area</b>	Fire Control	
<b>Date</b>	07/11/2023	

<b>• Who is collecting your information?</b>	
	<p>Hereford &amp; Worcester Fire and Rescue Service</p> <p>You can contact us by email on <a href="mailto:info@hwfire.org.uk">info@hwfire.org.uk</a> or by phone on 0345 122 4454 or you can write to us at Hindlip Park, Worcester WR3 8SP</p>
<b>• What information is being collected?</b>	
	<p>Contact details of the caller, including name, telephone number and employment position held/role where relevant.</p> <p>The address of the incident, which may be the address of your property or the nearest postcode to where the incident occurred.</p> <p>Voice recording of all calls made in and out of our Control room, including administrative and 999 calls.</p> <p>Any victim incident information you give us (including name, address, age, gender, telephone number, injuries, details of any medical support given).</p>
<b>• Why are we collecting this information and what will we use it for?</b>	
	<ul style="list-style-type: none"> <li>• To coordinate responses to emergency incidents. To investigate the cause of fires and other incidents</li> <li>• To plan how to use our resources effectively in the future, by analysing the incident data to identify trends and predict areas within our communities that are more likely to experience emergencies</li> <li>• To manage performance, monitor equipment use, identify training needs, and carry out incident reporting and statistics monitoring</li> <li>• To report statistics to the Hereford &amp; Worcester Fire Authority, Home Office and His Majesty's Inspectorate of Constabulary and Fire &amp; Rescue Services (these are required by law to create national statistics, and are anonymised).</li> <li>• To provide evidence for law enforcement investigations and court hearings, such as audio recordings or transcripts of 999 calls</li> <li>• To help identify and reduce the number of hoax calls and false alarms</li> <li>• To facilitate public safety and fire prevention work, which may include sharing personal data with our partners</li> </ul>
<b>• What are the legal reasons (legitimate grounds) for collecting your personal data?</b>	
	<p><i>GDPR / DPA</i></p> <ul style="list-style-type: none"> <li>• Article 6(1)(c) – Compliance with a legal obligation.</li> <li>• Article 6(1)(d) – To protect the vital interests of the data subject or another person.</li> <li>• Article 6(1)(e) – Necessary for the performance of a task carried out in the public interest or in the exercise of official authority</li> </ul>

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	<p><i>Other Legislation</i></p> <p>We have statutory duties under the Fire Services Act 2004 to respond to emergencies. We also follow the Home Office Fire and Rescue National Framework for England, which states that we are expected to develop partnerships to support risk reduction services to those identified as vulnerable and, wherever possible, to share intelligence and relevant risk data. Collecting and sharing of incident data is for these reasons.</p>
•	<b>Who will have access to your information?</b>
	<p>All Fire Control personnel and the ICT Infrastructure Manager – full access to the entire Command &amp; Control database and wide access to the Incident Recording System.</p> <p>All Operational Crew Commanders and above – full access to attended incidents recorded within the Incident Recording System, including limited editing rights.</p> <p>All Operational Area Commanders and above may be granted view-only access.</p> <p>All Performance &amp; Information Team staff can access a dynamic copy of selected table from the Command &amp; Control System (excluding voice recordings) and full or limited access to the Incident Recording System, which may include the right of the incident submission to the Home Office.</p>
•	<b>Will your information be shared with anyone other than the Fire and Rescue Service?</b>
	<p>We may have to share Fire Safety information with other agencies if there is a significant risk or if we are required to by law. Where possible we will advise before we share information but there may be exceptions to this.</p> <p>We must by law share some information with the Home Office for research and statistical purposes. This is via their Incident Recording System (IRS), and they have their own Privacy Notice at <a href="https://www.gov.uk/government/publications/data-protection-and-privacy-notices/fire-and-rescue-service-incident-recording-system-privacy-information-notice">https://www.gov.uk/government/publications/data-protection-and-privacy-notices/fire-and-rescue-service-incident-recording-system-privacy-information-notice</a></p>
•	<b>If YES, then how will this be done?</b>
	By secure email or a direct upload onto a secure portal such as Huddle.
•	<b>If YES, then who with?</b>
	Police, Social Services, Local Authority, the Home Office, His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).
•	<b>How long will we keep your information for?</b>
	IRS records are retained for a 70-year period as stated in the Home Office's IRS Memorandum (2020).

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• **How will your information be disposed of?**

Electronic records are deleted from the databases.

• **Who do you contact if you have any questions about your information?**

The Information Governance Department by email on [informationrequests@hwfire.org.uk](mailto:informationrequests@hwfire.org.uk)  
Or you can call on 0345 122 4454 or write to Information Governance, Hereford & Worcester Fire and Rescue Service, Hindlip Park, Worcester WR3 8SP

• **What else do you need to know?**

**Your Data: Your Rights**

Under data protection legislation, you have statutory rights relating to your own personal data:

- **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;

For more information on your rights under the data protection laws you can have a look at the Information Commissioner's Office website page by following this link <https://ico.org.uk/your-data-matters/>

Should you wish to exercise any of your rights please contact the Information Governance department by email on [informationrequests@hwfire.org.uk](mailto:informationrequests@hwfire.org.uk) by phone on 0345 122 4454 (local rate) or by writing to:

Information Governance  
Hereford & Worcester Fire and Rescue Service HQ  
Hindlip Park  
Worcester  
WR3 8SP

• **How do you make a complaint?**

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](#). If you are not satisfied with the outcome of the internal review, you may appeal the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, SK9 5AF, Tel: 0303 123 1113 or E-mail: [casework@ico.org.uk](mailto:casework@ico.org.uk)