

PRIVACY NOTICE	Home Fire Safety Visits / Signposting	Version 2.00
AUTHOR	Prevention Manager	
DATE	02/09/22	

•	Who is collecting my information?	
	<i>Hereford & Worcester Fire and Rescue Service</i>	
•	Where did you get my information?	
	<i>From the individual during a visit / signposting from a partnership agency / referral from medical oxygen supplier</i>	
•	What information is being collected?	
	<ul style="list-style-type: none"> <i>Name</i> <i>Address</i> <i>Contact telephone number</i> <i>Date of birth</i> <i>Number of people in the household and ages</i> 	<ul style="list-style-type: none"> <i>Gender</i> <i>Information on any medical conditions</i> <i>Information on any disabilities</i> <i>Ethnic Origin</i>
•	Why are you collecting this information?	
	<ul style="list-style-type: none"> <i>We collect this information in order to be able to ensure you can be provided with the necessary support and given the most appropriate advice for your individual circumstances.</i> <i>We also collect this data to obtain adequate information to ensure firefighter safety and to carry out community safety duties</i> 	
•	What are the legal reasons (legitimate grounds) for collecting and using my personal data?	
	<p><i>We collect and use your personal data as we have a legal obligation to promote fire safety, to prevent fires and fire related injuries and deaths in the communities we serve.</i></p> <p><i>If you would like additional health and wellbeing support as discussed in your visit, the Service will share your details, as you have given us your signed permission.</i></p> <p><i>Sometimes if there is a serious risk to your health and welfare or to those around you, then the Service will have to pass this on to appropriate Agencies e.g. Social Services, even without your consent.</i></p>	
•	What will my information be used for?	
	<i>The information will be used to provide you with a service and to gather statistical information on the support needed within Herefordshire and Worcestershire.</i>	
•	How will my information be stored to guarantee security?	
	<i>On a secure database within the Prevention Department</i>	
•	Who will have access to my information?	
	<i>Key members of the Prevention Department, Hereford & Worcester Fire and Rescue Service</i>	
•	Will my information be shared with anyone other than the Fire and Rescue Service?	
	<p><i>We will only share your details if either:</i></p> <ul style="list-style-type: none"> <i>you have given us your consent to share your details; or</i> <i>you have not given us your consent but we believe there is a significant risk of harm to you or to those around you as we have a duty of care.</i> 	
•	If we share your details, then how will this be done?	
	<i>By secure email and / or telephone call to agencies.</i>	

PRIVACY NOTICE	Home Fire Safety Visits / Signposting	Version 2.00
AUTHOR	Prevention Manager	
DATE	02/09/22	

• If we share your details, who will we share them with?	<p><i>If we believe that you are in need of additional support, through our Signposting service, we will pass your information on to other agencies e.g. Local Authorities / Charities and voluntary organisations / Health Providers.</i></p> <p><i>Sharing information about individuals with partner organisations is sometimes necessary in order to protect individuals if there are concerns they may be at risk of significant harm and to keep those individuals and the wider public safe. All Service staff are required to report any safeguarding concerns about children and adults with care and support needs.</i></p>
• Do I have the right to withdraw my consent?	<i>Yes – Please contact Legal Services, Service Headquarters if you wish to withdraw your consent.</i>
• Do I have the right to ask for my information to be erased?	<i>Yes – Please contact Legal Services, Service Headquarters if you want your records to be deleted.</i>
• Do I have the right to object to my information being used?	<i>Yes – Please contact Legal Services, Service Headquarters if you would like to raise a concern or objection</i>
• Do I have the right to ask for my data to be provided in a universally recognised electronic format e.g. CSV file?	<i>Yes – Please contact Legal Services, Service Headquarters if you want a copy of your records.</i>
• How long will you keep my information for?	<i>10 years</i>
• How will my information be disposed of?	<i>Electronic records will be deleted and paper files will be shredded securely by the Prevention Department</i>
• Who do I contact if I have any questions?	<i>Prevention Department, Worcester Fire Station, McKenzie Way, Worcester, WR4 9GN</i>
• How do I make a complaint?	<p>Step 1: Please submit your issue via the Service's complaints system: Comments and Complaints</p> <p>Step 2: If you are not satisfied with the outcome of the internal review, you may raise a concern directly with the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, SK9 5AF, Tel: 0303 123 1113 (alternatively 01625 545745) or E-mail: casework@ico.org.uk</p>

For Performance & Information Department to complete

Legislation	Section	Details
GDPR	Article 6 (1)(e), 6(1)(a)	Public task, consent
GDPR	Article 9(2)(c) / 9(2)(g)/9(2)(a)	Vital interests / Substantial public interest/consent
Fire Services Act	Core Function 5A(1)(A)	Powers of certain fire and rescue authorities – functions
Fire Services Act	Core Function 6(1)(2)(a)(b)	Fire safety