

PRIVACY NOTICE	Committee & Members' Services – Complaints and Concerns	<i>Version</i>
AUTHOR	Committee & Members' Services Manager	
DATE	07/09/18	

•	Who is collecting my information?	
	Hereford & Worcester Fire and Rescue Service (HWFRS)	
•	Where did you get my information?	
	From the you when you raised your complaint or concern	
•	What information is being collected?	
	<ul style="list-style-type: none"> • <i>your name</i> • <i>your contact details e.g address, email or phone number</i> 	<ul style="list-style-type: none"> • <i>details of your complaint or concern which may also contain further information about you</i>
•	Why are you collecting this information?	
	HWFRS welcomes feedback from the public about their experiences and this information is used to improve the services we provide. In order to process this feedback and make any necessary investigations into issues raised by the public, we will need the personal information described above. If we do not collect this information we may not be able to fully investigate and respond to your complaint or concern.	
•	What are the legal reasons (legitimate grounds) for collecting my personal data?	
	<p><i>GDPR / DPA</i></p> <p>The legal basis for collecting the personal data is that it is necessary in order to carry out a task that is in the public interest. The legal basis for using any special personal data e.g. health information is that it is necessary for the substantial public interest.</p>	
	<p>Other Legislation</p> <p>None</p>	
•	What will my information be used for?	
	<ul style="list-style-type: none"> • Your information will be used by us to acknowledge your complaint or concern and to contact you in order to obtain further details so that we can investigate and/or respond further. • We also monitor the types of complaints and concerns that are raised with us to identify any recurring themes that may require further analysis. 	
•	How will my information be stored to guarantee security?	
	On a secured centralised file network with access limited to certain individuals	
•	Who will have access to my information?	
	<ul style="list-style-type: none"> • Fire Control who receive the initial complaint • the Duty Officer who is allocated to investigate/respond and any officer to whom certain tasks may be delegated • the Committee Services Team who log and monitor complaints and concerns • certain departmental staff who are required to implement any action 	

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•	Will my information be shared with anyone other than the Fire and Rescue Service?
	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
•	If YES, then how will this be done?
•	If YES, who with?
•	Do I have the right to ask for my information to be erased?
	Yes, contact Committee Services (contact details below)
•	Do I have the right to object to my information being used?
	Yes, contact Committee Services (contact details below). However, if we cannot use your personal information we may be unable to fully investigate your complaint and will be unable to keep you informed about progress.
•	Do I have the right to ask for my data to be provided in a universally recognised electronic format e.g. CSV file?
	Yes, contact Committee Services (contact details below)
•	How long will you keep my information for?
	Your information may be kept for up to 3 years, unless your complaint is about the behaviour of a staff member which if upheld may be retained on the personnel file in line with HR retention policy.
•	How will my information be disposed of?
	Electronic records will be deleted and paper files will be shredded securely
•	Who do I contact if I have any questions?
	Committee Services, Headquarters, 2 Kings Court, Charles Hastings Way, Worcester, WR5 1JW committeeservices@hwfire.org.uk , 01905 368209
•	How do I make a complaint?
	Step 1: Please submit your issue via the Service's complaints system: Comments and Complaints
	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

Legislation	Section	Details
GDPR	Article 6(1)(e)	Processing is necessary for the performance of a task carried out in the public interest
DPA 2018		