

Your privacy is of the highest importance to Hereford & Worcester Fire and Rescue Service (the Service). Please note that this policy will be amended in future if there are any changes to our services, the law or our organisation.

Information Use

Any personal information that you may provide will be used solely for the purpose stated when it is collected. The Service will not sell, license, transmit or disclose this information outside of Hereford & Worcester Fire and Rescue Service unless expressly authorised by you or required or permitted by law.

Where there is a legitimate reason to do so, the Service may share your personal information with a third party who is working on our behalf and who has met the Service's data processing standards. The Service will only share your personal data where we have received your consent or where there is a legal requirement to do so; for example detection or prevention of crime.

Website and cookies

The Service does not use cookies to collect or store personally identifiable information about you or other sites you have visited and only logs the user's IP address to provide us with "usage data", such as the number of visitors we receive to our site. This information is collated by Google Analytics and helps us to analyse and improve the usefulness of the information we provide on this website. Google Analytics stores information about:

- The pages you visit on our site
- How long you spend each page
- How you got to the site

If you would like to opt out from Google collecting this data, please use the following link: <https://tools.google.com/dlpage/gaoptout>

The Twitter function on the Service's website uses cookies. For more information on Twitter cookies, please see the Twitter Privacy Policy: <https://twitter.com/en/privacy>

Links to other sites

The Service provides links to other websites for your use. We try to carefully choose websites which we believe are helpful and meet our high standards; however the Service is not responsible for the content of external websites.

Data Protection

Hereford & Worcester Fire and Rescue Service is the Data Controller for any personal data you may provide. All personal data will be processed in accordance with current Data Protection requirements – Data Protection Act 1998 until replaced by the General Data Protection Regulation from 25 May 2018.

The Service will always comply with data protection legal obligations and we are committed to complying with the Privacy and Electronic Communications Directive 2003 and any other relevant Legislation.

The Information Commissioner's Office enforces and oversees Data Protection. Further information on your rights can be found on the Information Commissioner's website at www.ico.gov.uk

Contact Us

Hereford & Worcester Fire and Rescue Service welcomes your questions/comments about this policy and our use of the details we have on our systems about you. If you have any such questions please contact us at:

The Performance & Information Department,
Hereford & Worcester Fire and Rescue Service Headquarters,
2 Kings Court, Charles Hastings Way,
Worcester, WR5 1JR

Tel: [0345 12 24454](tel:03451224454)

Email: IR@hwfire.org.uk or info@hwfire.org.uk

We will share your comments and questions with appropriate officers and staff members most capable of addressing your questions and concerns.

Glossary

Personal information:

Data that is unique to you as an individual; for example your name, address, National Insurance Number or Passport Number.

IP Address:

An Internet Protocol (IP) address is a unique four-number reference (for example 148.8.84.86) which identifies a computer and its location on the internet.

Cookies:

A cookie is a small text file placed on your computer when you visit some websites. Cookies can be used to store information about you for when you re-visit a site, so that the site can recognise you by matching the cookie on your computer with the counterpart in its database.