

PRIVACY NOTICE	<i>Fire Safety Audit Feedback</i>	Version
Information Asset Area	<i>Community Risk</i>	
Date	<i>24/01/2020</i>	

• Who is collecting your information?	<p>Hereford & Worcester Fire and Rescue Service</p> <p>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</p>
• What information is being collected?	<ul style="list-style-type: none"> • <i>Your name</i> • <i>Your address (postal and/or email)</i> • <i>Company name if applicable</i> • <i>Your contact phone numbers</i>
• Why are we collecting this information and what are we going to use it for?	<p><i>The Service collects feedback about what our communities think, how they feel, what they want and expect following interaction with our services. By collecting your contact details it is possible and useful for the Service to be able to contact you to get a better understanding of your feedback over and above the responses you provided in the survey. This will enable the Service to refine its services, practices and process to provide enhanced and improved experiences for our communities.</i></p>
• What are the legal reasons (legitimate grounds) for collecting your personal data?	<p><i>GDPR / DPA</i></p> <ul style="list-style-type: none"> • <i>Article 6 a – the data subject has given consent to the processing of his or her personal data</i> • <i>Article 6 e – processing is necessary for the performance of a task carried out in the public interest</i> • <i>Article 6 f – processing is necessary for the purpose of the legitimate interests pursued by the Service</i> <p><i>Other Legislation</i></p> <p><i>N/A</i></p>
• Will your information be shared with anyone other than the Fire and Rescue Service?	<p><i>No</i></p>
• If YES, then how will this be done?	<p><i>N/A</i></p>
• If YES, then who with?	<p><i>N/A</i></p>
• How long will we keep your information for?	<p><i>Your contact details will only be retained if the Service feels it necessary to contact you. Once contact with you has been made all records will be safely disposed of and this will be no longer than one year from date of collection.</i></p>

PRIVACY NOTICE	<i>Fire Safety Audit Feedback</i>	Version
Information Asset Area	<i>Community Risk</i>	
Date	24/01/2020	

<ul style="list-style-type: none"> • How will your information be disposed of? 	<ul style="list-style-type: none"> • <i>Electronic records are deleted and paper files shredded securely</i>
<ul style="list-style-type: none"> • Who do you contact if you have any questions about your information? 	<p>The Information Governance Department by email on 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</p>
<ul style="list-style-type: none"> • What else do you need to know? <p>Your Data: Your Rights</p>	<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 Commissioner’s Office website page 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>
<ul style="list-style-type: none"> • 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. 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</p>

PRIVACY NOTICE	<i>Fire Safety Audit Feedback</i>	<i>Version</i>
Information Asset Area	<i>Community Risk</i>	
Date	<i>24/01/2020</i>	