

PRIVACY NOTICE	Home Fire Safety Visits / Signposting	Version 3.00
Information Asset Area	Prevention	
Date	October 2024	

•	Who is collecting your information?		
	Hereford & Worcester Fire Authority 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		
•	What information is being collected?		
•	<ul style="list-style-type: none"> • Name • Address • Contact telephone number • Date of birth • Number of people in the household and ages 	<ul style="list-style-type: none"> • Gender • Information on any medical conditions • Information on any disabilities • Ethnic Origin (For monitoring purposes) 	
•	Why are we collecting this information and what will we use it for?		
•	<ul style="list-style-type: none"> • 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. • We also collect this data to obtain adequate information to ensure firefighter safety and to carry out community safety duties. 		
•	What are the legal reasons (legitimate grounds) for collecting your personal data?		
	<p>UK GDPR Article 6(1)(c) – Legal Obligation</p> <p>The Service has a legal obligation to promote fire safety, to prevent fires & fire related injuries and deaths in the communities it serves.</p>		
•	How will your information be stored?		
	On a secure database within the Prevention Department		
•	Who will have access to your information?		
	<ul style="list-style-type: none"> • Key members of the Prevention Department, Hereford & Worcester Fire and Rescue Service • ICT staff can access all electronic systems when there is a legitimate need to do so 		
•	Will your information be shared with anyone other than the Fire and Rescue Service?		
	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
•	If YES, then how will this be done?		
	By secure email and / or telephone call to agencies.		
•	If YES, then who with?		
	<ul style="list-style-type: none"> • 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. • If you would like additional health and wellbeing support as discussed in your visit, the Service will share your details with your permission. 		

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	<ul style="list-style-type: none"> • <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 in order to keep those individuals and the wider public safe.</i> • <i>All Service staff are required to report any safeguarding concerns about children and adults with care and support needs.</i>
•	How long will we keep your information for?
	10 years
•	How will your information be disposed of?
	<i>Electronic records will be deleted and paper files will be shredded securely by the Prevention Department</i>
•	Who do you contact if you have any questions about your information?
	<i>Prevention Department, Worcester Fire Station, McKenzie Way, Worcester, WR4 9GN</i>
•	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>
•	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

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	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
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