

Humberside Fire and Rescue Service

Privacy Notice – Feedback (Complaints and Compliments)

1. Scope

This Privacy Notice describes how Humberside Fire and Rescue Service (“the Service”) collects and uses personal information relating to complaints and compliments the Service receives, which we use to improve the services we provide.

2. Aim

Under data protection law, individuals have a right to be informed about how we as a Service use any personal data that we hold about you, why we need it and what protections are in place to keep it secure.

3. Personal Information we collect and/or process

Whilst the majority of personal information you provide to us is mandatory, some of it is requested on a voluntary basis. In order to comply with data protection laws, we will inform you at the point of collection, whether you are required to provide certain information to us or if you have a choice in this. We will tell you what you need to do if you do not want to share this information with us.

We collect and process the following information:

- Personal information (such as full name, residential address)
- Contact details (such as e-mail addresses, telephone numbers)
- Details of your feedback
- Characteristics (such as sex, ethnicity, disability)

We may collect this information in the following ways:

- Website ‘Contact us’ form
- Telephone
- E-mail
- Letter
- Face-to-face
- Social media messaging

4. Reasons we collect and use your personal information

We need to collect and use your personal information for a number of purposes, including:

- To enable us to carry out investigations into your feedback
- Provide a response and agree appropriate actions
- Learn from the experience and to inform change to our policies and procedures.

The legal basis for us processing this personal information is:

- GDPR Article 6(1)(a) – the data subject has given consent for the processing of his or her personal data for one or more specific reasons
- GDPR Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest

In addition, the legal basis for processing any special categories information is:

- GDPR Article 9(2)(a) – the data subject has given explicit consent to the processing for one or more specified purposes
- GDPR Article 9(2)(g) – processing is necessary for reasons of substantial public interest, on the basis of domestic law which shall be proportionate to the aim pursued.

5. Sharing and disclosing your personal information

We routinely share relevant information internally with other departments within the Service to enable acknowledgement, investigation and response to feedback received.

We may disclose your information to others, but only where this is necessary either to comply with our legal obligations or as permitted by data protection legislation or, where you consent to the information being shared.

The reasons we may share your data are as follows:

- To support our duties under the Equality Act 2010
- To monitor and improve our performance and delivery of services
- Where otherwise permitted under the GDPR

We will not pass your personal information to external organisations for marketing or sales purposes or for any commercial use without your prior express consent.

6. Protecting your personal information

We have security arrangements in place to guard against unauthorised access, improper use, alteration, destruction or accidental loss of your personal information.

We take appropriate organisational and technical security measures and have rules and procedures in place to ensure that any personal information we hold on computer systems is not accessed by anyone not required and authorised to do so. Information about the Information Technology security standards we use to protect your personal information can be obtained from the Service's Digital Services Unit.

When we use third party organisations to process information on our behalf, we

ask them to demonstrate their compliance with our security requirements, and any instructions we may give them and their compliance with relevant data protection legislation throughout the time they work for the Service. These organisations take their instructions from us and their obligations with regard to what information they process and what they can do with it are agreed in the contracts we have with them. The Services does not transfer your personal information outside the European Economic Area.

7. How long we will keep your data

The Service has retention schedules in place to ensure that information is only held for as long as it is needed. We will not keep your information for longer than is required by law. Your information will be disposed of in a controlled and secure manner in accordance with the Service's Records Management and Data Quality Policy. For more information on our data retention schedule and how we keep your data safe, please visit the intranet or contact Corporate Assurance, whose details can be found in Section 10 of this notice.

8. Requesting access to your details

If you have any questions about the personal information that we hold about you please contact Corporate Assurance, whose details can be found in Section 10 of this notice.

9. Your rights as a data subject

The rights that you have depend upon the grounds upon which we collected your information.

In most cases, people who have contacted the Service with feedback will have the following rights:

- **Right of access** – you have the right to request a copy of the information that we hold about you;
- **Right of rectification** – you have a right to correct information that we hold about you that is inaccurate or incomplete;
- **Right to erasure** (right to be forgotten) – in certain circumstances you can ask for some of the information we hold about you to be deleted from our records;
- **Right to restrict processing** – where certain conditions apply, you have the right to request a restriction in the way we use your data;
- **Right to object** – you have the right to object to certain types of processing such as direct marketing;
- **Right to judicial review:** in the event that the Service refuses your request under rights of access, we will provide you with a reason why the request has been refused. You have the right to complain.

10. Contact Details

If you wish to speak to the Service about how it handles your personal information, you can speak to:

Humberside Fire and Rescue Service Headquarters,
Corporate Assurance Section,
Summergroves Way,
Hull.
HU4 7BB

Phone:(01482) 565333

Email: dataprotection@humbersidefire.gov.uk

In the event that you wish to make a complaint about how your personal data is being processed by the Service (or third parties under contract) or, how your complaint has been handled, please contact the above in the first instance. If you are not satisfied with our response or the way we handle your information, you have the right to lodge a complaint directly with the Information Commissioner.

Information Commissioners Office,
Wycliffe House,
Water Lane,
Wilmslow
Cheshire
SK9 5AF