

Humberside Fire and Rescue Service

Privacy Notice – Home Fire Safety Visits and similar services

1. Scope

This Privacy Notice describes how Humberside Fire and Rescue Service (“the Service”) collects and uses personal information relating to Home Fire Safety Visits (HFSV) and similar services

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 (name, date of birth, address and contact details)
- Characteristic information (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation)
- Household information and status
- Household characteristics like assisted bin collections
- Health Data from partners (airflow products, medical oxygen)
- Fire service incident recording system data
- Registration information from partner agencies (examples include, but not limited to: Care Quality Commission, Trading Standards, Health and Safety Executive, Local Authority, Ofsted)
- Online identifiers such as IP addresses and cookie identifiers; and other identifiers from which inferences as to your identity could potentially be made

4. Reasons we collect and use your personal information

This notice covers data about the person(s) being visited. This may include information provided by third parties as well as that provided by you prior, during or after the visit. We may record visit outcomes, including perceptions of the member of staff completing the visit. The overall purpose of these visits is to reduce the risk of fire, serious injury or death and improving health and wellbeing outcomes for you.

As a fire and rescue authority, we have several legal duties placed on us to

promote fire safety and ensure equality of access to our services. We achieve this through undertaking a programme of Home Fire Safety Visits. A Home Fire Safety Visit is predominantly a face-to-face visit carried out by our staff; on occasion it may be carried out over the telephone. During the visit, our staff will carry out a range of checks around your home, such as testing smoke alarms and making sure existing smoke alarms are positioned in the best place.

In order to discharge these duties effectively, we need to collect and use a certain amount of personal data about you. We use this data to:

- Ensure we provide the right service for your specific needs in order to reduce the likelihood and consequences of fires and other accidents in the home
- Provide tailored support to help you stay well by offering advice, information and onward referrals
- Record and evaluate our work
- To gather information to assist us in identifying those in the community who may be at risk.
- Derive statistics which inform decisions about how we improve safety and support the development of our staff. These statistics cannot be linked back to the individual.
- Help us to understand more about our customers to ensure that we remove any barriers to accessing our services and ensure that they are made available for all who qualify.

5. The legal basis for us processing this personal information is:

We process your personal data for the following reasons:

- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Fire Authority (UK GDPR Article 6(1)(e)).
- Processing is necessary for us to comply with legal obligations to which HFRS are subject (UK GDPR Article 6(1)(c)).

Both require a separate basis in law. This comes from the following:

- Our compliance with the requirements of [Section 6 of the Fire and Rescue Services Act 2004](#) for fire and rescue authorities to actively promote fire safety and fire prevention strategies (achieved through the provision of a programme of Home Fire Safety Visits).
- The requirement placed upon us to meet the Public Sector Equality Duty as set out in [Section 149 of the Equality Act 2010](#). As part of this we actively seek to remove barriers to services in order to improve access to our services. In order to assist us in this, we may seek to gather information about some protected

characteristics of our customers.

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

- Processing is necessary for reasons of substantial public interest on the basis of domestic law, which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject (UK GDPR Article 9(2)(g)).

6. Sharing and disclosing your personal information

We do not share information without consent, unless the law and our policies allow us to do so.

We routinely share information with:

- Partner agencies such as the Police, Social Services, and Health care providers (Crime and Disorder Act 1998, Anti-Social Behaviour Act 2003, Children's Act 1998 and 2004, Domestic Violence Crime & Victims Act 2004, Domestic Violence Disclosure Scheme, Care Act 2014, Working Together to Safeguard Children 2018)
- HMRC
- The Home Office (Incident Recording System)

7. 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 IT 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.

8. How long we will keep your data

The Service will hold your personal data securely for the set amount of time shown in our data retention schedule. For more information on our data retention schedule and how we keep your data safe, please visit our website or, contact Corporate Assurance, whose details can be found in Section 11 of this notice.

9. 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 11 of this notice.

10. Your rights as a data subject

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

- **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** – in certain circumstances you can ask for the information we hold about you to be erased from our records, but depending on the circumstances, the law does not oblige us to comply with your request;
- **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.

11. 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