



Gloucestershire Fire and Rescue Service – Safe and Well Privacy Notice

Why we collect and use your information:

Gloucestershire County Council is registered as a data controller under the General Data Protection Regulation and Data Protection Act. (ICO registration no Z7334901)

We use this information to:

- Record and evaluate our work
- Help you contact other services which may benefit you and improve your safety and wellbeing

We collect and use your personal information as we have an obligation to promote and ensure fire safety under the Fire and Rescue Services Act 2004, which is a task we perform in the public interest.

The information we collect about you for Safe and Well visits

Gloucestershire Fire and Rescue Service will collect only the personal information it requires to carry out its tasks. This includes, but is not limited to, the following:

- Contact details of the householder (such as name, address and telephone number)
- Personal information of the householder and family members (such as age & lifestyle information)
- Special categories of personal information (such as the existence of a hearing impairment, memory information, medication, mobility issues, user of an oxygen tank, user of an airflow mattress, user of a telecare type system, clutter rating)
- Information regarding the interventions we have carried out

How we will use the information about you:

We have a responsibility to promote social well-being. To do this we often work closely with other authorities. To ensure you receive the relevant services we may need to share your personal and sensitive information with other authorities and partners such as:

- National Health Service
- Gloucestershire Fire and Rescue Service Safe & Well partners
- Councils
- Voluntary Services
- Community Organisations
- Police and other emergency services

In almost all such cases we will make you aware if your information is intended to be used in this way

We may also share information if we consider it necessary to protect your vital interests. Such interests are for the protection of life, reduction of crime and accidents and for improving health.

Where possible your information will be anonymised to remove as much detail as possible



leaving only key elements to enable us and our partners to target resources to you.

Sharing information with our partners will only take place under strict data sharing protocols with tight security in terms of the transfer of information.

Access to your personal information will also be restricted to authorised individuals on a need to know basis.

How long we keep your information for:

Gloucestershire Fire and Rescue Service will keep this information within a database which is subject to strict security controls to ensure that access is limited to those who need to see it. We keep your information for six years, after which time it is securely destroyed.

Who we share your information with:

Gloucestershire Fire and Rescue Service will only share your information with our partners if we feel this will be of benefit.

Sharing information with our partners will only take place under strict data sharing protocols with tight security in terms of the transfer of information.

Who do we get information from:

We use information from key partners to help us to better target our Safe and Well visits to those who are most likely to suffer a fire in their home.

We also receive names and addresses from Air Liquide of individuals who have an oxygen cylinder within their home and have given consent for us to provide a Safe and Well visit.

Information provided to us by NHS England (this is provided by NHS England as part of our agreement for obtaining Exeter data so we do not have scope to change this)

NHS England, the Royal College General Practitioners and Fire and Rescue Services (FRS) in England work together to ensure preventative resources are offered to those who may benefit most. This is achieved by referrals and the sharing of information (where relevant, proportionate and necessary) to allow fire service personnel to undertake Safe and Well visits.

If you require more information about how NHS England use and share your information, please click on the following link:

<https://www.england.nhs.uk/contact-su/privacy-notice/your-information/>

Research has shown that those at high risk from fire death and injury are those who are most likely to impact on a range of NHS services. Safe and well visits are developed between local health practitioners and FRSs to meet local health-risk priorities. They therefore represent an intervention which can improve people's quality of life while reducing demand on critical services.

The majority of fire deaths in the UK occur amongst the elderly population. However, older people are most vulnerable to fire and a number of other risks. A Safe and Well visit from the FRS is proven to make them safer and can reduce risk significantly across a range of factors.



In one area of the United Kingdom where this work has been piloted since 2007, there has been a very significant reduction in fire deaths and injuries which has developed into a current trend well below the national average. So we know this work can save many lives.

The FRS and NHS will continue to work together in the future to ensure the visits undertaken by the FRS are effective in helping to make people safe and well.

Your rights:

Access to your information:

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please visit our website using the link below:

<http://www.gloucestershire.gov.uk/council-and-democracy/data-protection/requesting-access-to-your-personal-information/>

Correction of inaccurate information:

You have the right to request that the council correct information that you believe is inaccurate or incomplete. You may not always be able to change the information. However, we will correct factual inaccuracies and may include your comments in the records.

The right to be forgotten (erasure):

You have the right to request that the council delete your information when there is no compelling reason for us to continue using it. Please be aware that in certain situations we are still allowed to keep and use your information, even when you request that it should be erased.

The right to object:

You have the right to object to us using your information if you feel we have used it outside the remit of our public tasks or when you have received marketing from us. Please be aware that in certain situations we are allowed to still use your information if there are compelling legitimate grounds to do so.

If you wish to use any of these rights, please email us at fire@glosfire.gov.uk or write to us at Gloucestershire Fire and Rescue service HQ, Tri Service Centre, Waterwells Drive, Quedgeley, Gloucester. GL2 2AX.

How to contact us:

Please contact us if you have any questions about this privacy notice:

By email at fire@gloucestershire.gov.uk

In writing to at Gloucestershire Fire and Rescue Service HQ, Tri Service Centre, Waterwells Drive, Quedgeley, Gloucester. GL2 2AX.

You can contact the council's Data Protection Officer, via the Information Management Service, by emailing dpo@gloucestershire.gov.uk or by calling 01452 32 4000.



Making a complaint to the Information Commissioner

If you wish to make a complaint about how we use your personal data to the Information Commissioner's Office, you can contact them by visiting their website at <https://ico.org.uk/> or by calling 0303 123 1113.