



# Northumberland County Council

## **This is Your Personal Data**

### Northumberland Fire & Rescue Service

How we handle your information

### **Information for the public**

Northumberland Fire and Rescue service has a legal duty to keep and process information about you in accordance with the law. This document explains why we ask for your personal information, how that information will be used and how you can access your records.

#### **Why is information recorded about me?**

We use personal information about members of the public, businesses and organisations to provide fire prevention, fire protection and emergency services to the communities that we serve. These may be written down (manual records), or kept on a computer (electronic records).

#### **These records may include:**

- basic details about you, for example, name, address, date of birth,
- unique identifiers (such as your NI number),
- contact we have had with you, for example, appointments, letters/emails of correspondence,
- notes and reports about your relevant circumstances,
- details and records about the service or advice you have received,
- relevant information from other people that we have been in contact with in relation to the service or advice that you have received,
- health details including information which might affect how we respond to an emergency, for example, stored flammable goods, physical and mental health details.
- lifestyle and social circumstances relating to fire risk or other high risks
- equality and diversity details including age group, gender identity, disability, racial or ethnic origin, religious or other beliefs; when we collect this data it will only be used for statistical purposes and will be anonymised.
- Photographs or video footage captured by CCTV.

#### **What is the information used for?**

Your records are used to help ensure that we provide you with the service that you need. This may include the following:

- Firefighting, responding to road traffic accidents and other emergency situations;
- Carrying out home safe and wellbeing visits;
- Fire investigations at homes, business and public areas;
- Fire prevention awareness, advice, and assistance
- Business fire safety advice and inspections;
- Regulatory, licensing and enforcement actions for business fire safety;
- Improving community safety;
- Reducing arson;
- Checking the quality and effectiveness of our services;
- Maintaining our own records and accounts;



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- To check our services meet legal duties, including for diversity and equality of opportunity;
- Where you have agreed for asking your opinions about our services;
- Supporting and managing our staff;
- CCTV on our buildings and vehicles for the prevention and detection of crime;
- Investigating complaints about our services.

It is important that your records are accurate and up-to-date as they will help make sure that our staff are able to provide you with the help, advice or support you need.

In order to provide you with this service, we rely on one of the following legal reasons:

- To carry out our public duties of a Fire and Rescue Service from the Fire and Rescue Services Act 2004;
- To work with other public organisations such as the police, ambulance service and local councils for public safety;
- For the investigation, detection, and prevention of crime or if we are required to do so by law;
- To protect someone from danger from themselves or others. This could be danger to you, people around you, our staff or staff in other services like the Police or Ambulance Service;
- Explicit consent for activities that help us in carrying out our public power of improving general community safety;
- For staff recruitment, employment, or social security reasons.

## How long for?

Your details will be kept in line with the Fire & Rescue retention schedules available on the Northumberland County Council website. Processing is kept to a minimum and will only be processed in accordance with the law.

When other agencies are involved in providing you with a service, we may need to share details about you to enable us to work together for your benefit, but information will only be shared with third parties if they have genuine and lawful need for it.

## Occasions when your information may be shared include:

- other blue light emergency services, for example police, ambulance, regional fire and rescue services when required, so we can respond to incidents;
- local councils, if we have serious concerns about your wider safety that a local council can help with;
- public utilities, for example to cut off a gas supply in an emergency;
- government, for example anonymised information about our activities used for national fire statistics;
- courts and law enforcement, prosecuting authorities, solicitors;
- insurance companies and loss adjusters where they are authorised to act on your behalf following an incident at your property;
- where the health and safety of others is at risk;
- Welfare organisations, if you agree to your information being shared;
- where we encounter infectious diseases which may be a public health concern;
- where a formal court order has been issued;
- when the law requires us to pass on information under special circumstances;
- When appropriate, your personal data will also be provided to companies who carry out services or functions on behalf of the Authority. These are known as “data processors” as



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they act only under direct instruction from the Authority and there is always a contract to ensure that our legal and organisational requirements on handling personal data are met.

## **Anyone who receives information from us has a legal duty to keep it confidential**

Information will be processed within the EEA and will not be shared with overseas recipients.

## **Can I see my records?**

The General Data Protection Regulation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your Fire & Rescue records along with all other personal records.

If you wish to see a copy of your records you should submit a Subject Access Request which is available on our website or by contacting the Information Governance Office directly. You are entitled to receive a copy of your records free of charge, within a month.

In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person.

## **Do I have Other Rights?**

Data Protection laws gives you the right:

1. To be informed why, where, and how we use your information.
2. To ask for access to your information
3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office whose contact details are below.
10. If our processing is based upon your consent, to withdraw your consent.

## **Further information**

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this leaflet, please tell us. Please contact Northumberland Fire & Rescue Service via email: [NFRSpivacynotice@northumberland.gov.uk](mailto:NFRSpivacynotice@northumberland.gov.uk)

Data Protection Officer: [informationgovernance@northumberland.gov.uk](mailto:informationgovernance@northumberland.gov.uk)

You also have the right to complain to the Information Commissioner's Office if you are unhappy with the way we process your data. Details can be found on the ICO website, or you may write to the ICO at the following address:



# Northumberland County Council

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)