

# PRIVACY NOTICE

## Subject Access Requests (Requests for your own information)

Your privacy is important to us. This privacy statement explains what personal data Royal Berkshire Fire and Rescue Service collects about you and how we store and use that data.

### What information we collect about you

Your contact details (your name and your postal address, telephone number and email address), proof of identity and any other relevant information that may help us in dealing with your request.

### Why we need it

We need to collect this information in order to provide you with a response to your Subject Access Request (SAR) and to ensure we fulfil our responsibilities under the General Data Protection Regulation (GDPR). Outcomes are also logged for monitoring purposes.

### Our legal basis for processing

Under the General Data Protection Regulation (GDPR), we are able to process your personal data under article 6(1)(a) of the General Data Protection Regulation (GDPR) (Consent of the data subject) and article 6(1)(c) (Necessary for compliance with a legal obligation: General Data Protection Regulation).

### What we do with it

We will only use the personal information we collect to process your enquiry and to check on the level of service we provide.

Your contact details are logged by the Data Protection Officer (or the Information Governance Team on their behalf). A request will then be sent to the relevant department(s) to assess whether the request is clear and whether the information is held. They will then extract and gather the information you have requested.

We do not usually disclose your identity to anyone else within the Service unless it will assist with answering your enquiry and providing you with the information you seek.

## Sharing your information

We may need to disclose certain information to the Information Commissioner's Office, should a complaint be made to them and needs to be investigated.

There are a number of other reasons why we may share your information outside of our Service. This can be due to:

- Our obligations to comply with current legislation
- Our duty to comply with a Court Order
- You have consented to the sharing / disclosure

We may disclose information to other agencies without consent where it is necessary, either to comply with a legal obligation, or where permitted under the General Data Protection Regulation, e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime.

We work closely with other agencies, such as councils, health services, adult and children's services and may, for the purpose of preventing risk of harm to yourself or another an individual , share your personal information.

As a public authority, we are also subject to information rights legislation (Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation. We do receive requests for information, however, unless there is a legal obligation to provide your personal data, information will be released in a redacted form. This means your personal data will be removed before publication so that you cannot be identified.

Your personal information will not be transferred outside of the European Union (EU).

## How long we keep it and how it is stored

We will only retain information for as long as necessary. We will keep personal information in line with our retention policy. This means that personal information relating to a request for Information will be retained for two years.

We take our duty to protect your personal information and confidentiality seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, whether computerised or on paper. This means that your information will be kept in a secure environment and access to it will be restricted according to the 'need to know' principle. Personal details will then be destroyed/deleted.

We do compile and publish statistics showing certain information, but not in a form which identifies anyone.

## Your rights

Under the General Data Protection Regulation you are entitled to exercise your right to object to us processing your data and obtain information that is held about you.

If at any point you believe the information we process on you is incorrect, you can request to have it corrected or deleted. Where possible we will seek to comply with your request but we may be required to hold or process information to comply with a legal requirement.

If you wish to discuss the information we hold about you, make a complaint about how we have handled your personal data or object to us processing it, you can contact our Data Protection Officer (DPO) who will investigate the matter.

## Who to contact

Our Data Protection Officer is Becca Chapman and you can contact her at:

Royal Berkshire Fire and Rescue Service Headquarters

Newsham Court

Pincents Kiln

Calcot

Reading

Berkshire

RG31 7SD

(0118) 945 2888

[DataProtection@rbfrs.co.uk](mailto:DataProtection@rbfrs.co.uk)

If you are not satisfied with our response or the way we handle your information, you can complain to the Information Commissioner's Office (ICO):

<https://ico.org.uk/>

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

01625 545 745