

PRIVACY NOTICE

Community Survey

Your privacy is important to us. This privacy statement explains what personal data Royal Berkshire Fire and Rescue Service (RBFRS) collects about you and how we store and use that data. RBFRS is committed to being transparent about how it collects and uses that data and to meeting obligations under the General Data Protection Regulation (GDPR).

What information we collect about you

This survey is anonymous. You will not be asked for any information that will identify you personally, such as your name or address. We will not collect the IP address of your computer. There is a chance that for a small number of people some of your responses might allow you to be identified, for example if you are a member of RBFRS staff and from an underrepresented group, or if your text responses include details about yourself or your experiences.

Only data necessary for participating in the survey will be collected and processed. Each survey question is optional, so information you provide may include:

- your gender
- your age range
- the town where you live and work
- information about your nationality
- equal opportunities monitoring information including information about your ethnic origin, sexual orientation and religion or belief
- information about your disability
- details of any associated connection to our Service
- your organisation or community group name
- your opinions and feedback about our Service

Why we need it

We want to build an inclusive workforce which reflects our local community, and as such are approaching a number of local community groups and our staff to understand more about perceptions of the Service and roles within it.

PRIVACY NOTICE

We want to engage with the public and our staff to foster good relations and eliminate discrimination under the Public Sector Equality Duty as set out in the Equality Act 2010.

Additionally, we need to identify and keep under review the existence or absence of equality of opportunity or treatment between groups of people, with the view to enabling such equality to be promoted or maintained.

Our legal basis for processing

Under the General Data Protection Regulation (GDPR), we are able to process your personal data under article 6(1)(c) Necessary for compliance with a legal obligation, and 6(1)(e) Necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

We are able to process special category data under article 9(2) (g) necessary for reasons of substantial public interest on the basis of Union or Member State law which is proportionate to the aim pursued and which contains appropriate safeguarding measures.

What we do with it

We will use information from the community survey responses to help inform our engagement with our local communities and future recruitment campaigns (for wholetime firefighters, on-call firefighters and support staff).

If any results from the survey are published they will be in an anonymous form.

Your information will be shared internally with those who need access to it in order to undertake their role within the organisation, including but not limited to members of Human Resources and Learning & Development, and the Communications and Engagement Team.

Sharing your information

We are using SurveyMonkey to administer this survey.

SurveyMonkey is a United States company and any personal data you provide may be stored in the United States and other locations SurveyMonkey has offices. SurveyMonkey has [Privacy Shield accreditation](#) which is a data security scheme recognised by the EU. If you wish to read SurveyMonkey's privacy policy please click [here](#).

Your information will also be shared with an external communications agency (Grayling Communications Limited) for analysis and reporting, as they are working with us on engagement and recruitment campaigns.

There are a number of 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.

How long we keep it and how it is stored

We will only retain information for as long as necessary. Records are maintained in line with our retention schedule, which determines the length of time records should be kept. Consequently, personal information relating to the Community Survey will be retained for: twelve (12) months, following the results of the survey. The information will then either be anonymised or deleted.

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

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/>

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