



# Complaints, Comments and Compliments

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.

Personal data is processed in accordance with the Data Protection Act 2018 (DPA) and the United Kingdom General Data Protection Regulation (UK GDPR).

## What information we collect about you

Your contact details (name, address, telephone number, email address), details of your complaint, comment or compliment and any other relevant information you feel may help us in dealing with your compliment, comment or complaint.

## Why we need it

We are committed to resolving complaints in a positive, thorough and fair manner, in order to protect our reputation and improve our service.

To enable us to respond to your complaint, comment or compliment, we need to collect this information to ensure that they are processed and investigated with due care and that their outcomes are logged for monitoring purposes.

## Our legal basis for processing

Under the UK General Data Protection Regulation (UK GDPR), we are able to process your personal data under article 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.

If you provide us with special category data in relation to your complaint (such as health, religious or ethnic information), the legal basis to process this is under article 9(2)(g) necessary for reasons of substantial public interest on the basis domestic law which is proportionate to the aim pursued and which contains appropriate safeguarding measures.



## What we do with it

We will only use the personal data collected to process your complaint, comment or compliment. The details will be logged by the Business Support team and only disclosed to relevant teams to investigate your complaint, comment or compliment or to enact our unreasonable behaviour policy.

We sometimes have to disclose a complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant does not want information identifying them to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

For further information, refer to the [Complaints, Comments, & Compliments Policy and Procedure](#).

## Sharing your information

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

[If we do share information outside RBFRS, provide details of who externally we share this information with and why]

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 UK 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 Economic Area (EEA).



## 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 Complaints, Comments and Compliments will be retained for two (2) years from closure.

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 UK 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.

Further information about your individual rights is available on the [ICO website - your data matters](#).



## Who to contact

Our Data Protection Officer can be contacted via:

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

Telephone: 0118 945 2888

Write to:

Data Protection Officer

Royal Berkshire Fire and Rescue Service

Newsham Court

Pincents Kiln

Calcot

Reading

Berkshire

RG31 7SD

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):

[ICO Website](https://ico.org.uk/)

Write to: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

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