



Individual Rights Requests

(under the Data Protection Legislation)

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 (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 Request and to ensure we fulfil our responsibilities under the Legislation. Outcomes are also logged for monitoring purposes.

Rights afforded to you under the Data Protection Legislation

- » Right to be informed
- » Right of access (Subject Access Request)
- » Right to rectification
- » Right to erasure
- » Right to restrict processing
- » Right to data portability
- » Right to object
- » Rights in relation to automated decision making and profiling

In addition to the above:

- Right to withdraw consent
- Right to complain



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)(c) (Necessary for compliance with a legal obligation 6(1)(c) – legal obligation and article 6(1)(e) – performance of a task carried out in the public interest or in the exercise of official authority vested in the controller. Where Special category Data is collected, article 9(2)(b) – Obligations under employment, social security or social protection law, or a collective agreement and 9(2)(g) – Substantial public interest: UK General Data Protection Regulation and Data Protection Act 2018) (DPA - Sch.1, Pt.1, 1: Employment and Sch.1, Pt 2, 6: Statutory and Government Purposes).

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. A response will then be received from the relevant department as to whether your request can be complied with. This will then be assessed by the Data Protection Officer (or the Information Governance Team on their behalf) and a response will then be provided to you. Each relevant department will be responsible for maintaining accurate records in relation to the processing of information where you (the Data Subject) have asserted your rights to rectification, erasure, object to us processing your personal data or restricting its use.

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 (ICO), 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 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 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 a request for Access to your personal Information (Subject Access Request) will be retained for Five Statistical years (+ the current year) and where there is an Internal review this will be kept for 5 statistical years (after the case is closed) unless it has been deemed appropriate to retain further following a review. Records pertaining to the rights to rectification, erasure, objection or restricting the use of personal data will be retained by the Information Governance Team (and any department deemed appropriate in order to continue to comply) for a standard period of 5 years after the request has been closed, unless a different retention period has otherwise been agreed with the Data Protection Officer.

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 data protection legislation, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

The rights available to you depend on our reason for processing your information.

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.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

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 [Information Commissioner's Office \(ICO\) website - for the public](#).



Who to contact

Our Data Protection Officer can be contacted via:

Email: 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 - make a complaint](#)

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

Telephone: 0303 123 1113

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FIRE AND RESCUE SERVICE

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