



Surveys about our activities for Children and Young People

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

These surveys are aimed at children and young people taking part in our Safety Education activities, their parents/guardians and/or teachers/educators who work alongside children and young people.

Children and young people will not be asked for any information that will identify them personally, such as a name or address. Parents/guardians and/or teachers/educators may be asked for a name and/or education establishment in order to provide specific feedback where required. We will not collect the IP address of your computer.

We are collecting your views and opinions about the programmes we provide for children and young people.

There is a chance that for a small number of people some of your responses might allow you to be identified, for example if your responses contain details about yourself (including equalities data) or your experiences.

Equalities data may include sex, gender identity, age group, disability, ethnicity, religion or belief, and sexual orientation (providing this information is optional).

School visits will not collect equalities data.

Why we need it

We need to collect this information to record and evaluate how effective our services and activities for children and young people are, and how we can improve them.

The survey you are being asked to complete may be in relation to Fire Cadets, FireSafe, School Visits or other activities involving children and young people.



In addition, we collect equality monitoring data for assessment. This is to ensure that we are successfully providing these services and activities to our diverse communities and will help us identify any groups that we are not effectively reaching.

We may include a specific question about neurodiversity. This information will help us improve the accessibility of future services and activities as we recognise people process information differently.

Equality Monitoring assists us in meeting our legal obligations under the Equality Act 2010 and comply with the Public Sector Equality Duty.

Our legal basis for processing

Under the General Data Protection Regulation (GDPR), we are able to process 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, and 6(1)(c) processing is necessary for compliance with a legal obligation under domestic law.

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

What we do with it

We only use the personal data collected to ensure we provide a safe learning environment for children and young people and to check that our programmes are effective and delivered to a high standard.

We use information from surveys, evaluations and registration responses to monitor our performance, quality of service and level of reach. We may share summaries of this information internally, as part of our reporting and evaluation process.

Where feedback has been provided, we may contact you for more information. If the feedback relates to a specific event/team/individual, we may share this information within the organisation for feedback and development purposes.

Where a response expresses dissatisfaction with our service, we will use the comments you have provided to investigate. We may use your information to contact you to ask for further information as part of our complaints process. Please see our website for more details [Complaints, Comments & Compliments](#).



Access to this information is restricted to the relevant staff who will be co-ordinating and delivering the children and young people programmes.

All data collected for the duration and following the duration of the programme will be held securely on our systems with limited access to authorised staff.

Any equality data provided will be anonymised by separating it from your feedback.

If any results from the feedback or equality monitoring are published, they will be in an anonymous form.

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

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 surveys about our children and young people activities will be retained for two years.

Personal information relating to teachers/educators work/business contact information will be updated and kept while you remain in post and deleted when no longer required.

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 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
Pincent's 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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