



Information collected at or for incidents

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

To deliver our services effectively, we may need to collect and process the following personal data:

Contact details (names, postal address, telephone number, email address), age or date of birth, ethnicity, relevant health details, religion, gender. We may also collect anything relevant to preserving life or saving property, such as car registration details, or whether there are any flammable, or chemical materials stored at the location of the incident etc. We may also collect injury or health data – refer to the Medical treatment given by trained RBFRS Staff Privacy Notice for more detail.

We do sometimes take photographs at an incident. These are used for training and debrief purposes, but also where no one can be identified, used for external publications and communications (social media, etc). We will only publish a photograph or video of you where you can be identified if we have explicit consent from you.

We may also collect more information when a Fire Investigation Officer is undertaking a formal fire investigation – refer to the separate Investigation of Fires Privacy notice for more detail.

Refer also to the following privacy notices:

- » TVFCS –Emergency (999) Calls, Incidents and Response
- » Investigation of Fires
- » Medical treatment given by trained RBFRS Staff
- » Requests for incident information (chargeable Services)
- » Communications and Media
- » Request for information (Under FOI and EIR)
- » Fire and rescue service Incident Recording System – privacy information notice (GOV.UK)



Why we need it

To ensure the safe and effective delivery of firefighting and emergency services which includes managing responses to fire, road traffic collisions and all other incidents that we attend. We also need some information in order to maintain our own records and accounts, including the management of RBFRS assets as well as providing certain data and statistics to the Government (Ministry of Housing, Communities & Local Government).

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 (*Fire and Rescue Services Act 2004 Sections 7(2)d, 8(2)d, 44(1) and 26*) and where we collect special category data, article 9(2) (g) – processing is necessary for reasons of substantial public interest, on the basis of domestic law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject domestic law (*Fire and Rescue Services Act 2004 Sections 7(2)d, 8(2)d, 44(1), 45 and 26*). (Data Protection Act: Sch.1, Pt 1, 3: Public Health and Sch.1, Pt 2, 6: Statutory and Government Purposes).

Some information we ask for is voluntary, however, not providing certain information may affect the service we provide to you or others. Obtaining explicit written consent for us to process your personal data may not, in certain circumstances, be achievable or appropriate, however, wherever there is a need to obtain this and it is possible, we endeavour to do this.

What we do with it

This information is recorded within the Thames Valley Fire Control Service (TVFCS) mobilising systems and our Incident Recording System (IRS) and the Fire Investigation database (where applicable - refer to the separate Investigation of Fires Privacy Notice for more detail).

We use it to monitor our performance and analyse it to enable us to better understand risks within Berkshire. This risk mapping allows us to better integrate Prevention, Protection and Emergency Response services to ensure the best allocation of those services to meet the needs of the community.

Photographs are stored electronically by Stations and also our Communications and Engagement Team – for further information, refer to the Communications and Media Privacy Notice.



Sharing your information

The information we collect will be used to provide the appropriate public service(s) to you or others. That may involve disclosing your personal information to other emergency services, for example if a road traffic collision is reported we are likely to inform the ambulance service and/or the police service to ensure that they provide appropriate services to you quickly and effectively.

As previously advised, we also have a requirement to provide certain data and statistics to the Government (Ministry of Housing, Communities & Local Government) and sometimes other regulatory bodies, such as the Health and Safety Executive (HSE).

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 incident 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. We do release incident addresses to loss adjusters and parties with legitimate interests for insurance purposes.

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 an individual, share your personal information.

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 collected at or for incident purposes will be retained by Royal Berkshire Fire and Rescue Service for up to 10 Years.

For Information relating to formal fire investigation by Fire investigation Officers, refer to the separate Investigation of Fires Privacy Notice for more detail.

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.

Refer also to the following privacy notices:

- » TVFCS –Emergency (999) Calls, Incidents and Response
- » Investigation of Fires
- » Medical treatment given by trained RBFRS Staff
- » Requests for incident information (chargeable Services)
- » Communications and Media
- » Request for information (Under FOI and EIR)
- » Fire and rescue service Incident Recording System – privacy information notice (GOV.UK)



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

Updated: January 2026

ROYAL BERKSHIRE

FIRE AND RESCUE SERVICE

-  [RoyalBerksFRS](#)
-  [@RBFRSOfficial](#)
-  [RoyalBerkshireFire](#)
-  [Royal Berkshire Fire & Rescue Service](#)
-  [rbfrs.co.uk](#)