



Lone Workers (RBFRS staff)

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

Name, service number, department/team, RBFRS phone number, Global positioning system (GPS) location and recordings of conversations (where appropriate).

Voluntary (optional) information collected (for use of Skyguard Ltd, trading as Peoplesafe, hereafter referred to as Peoplesafe):

Hair colour, ethnicity, job location and risk factors, physical description, medical conditions, gender, date of birth, personal phone number.

Why we need it

Where lone working is necessary, Royal Berkshire Fire and Rescue Service (RBFRS) will take all reasonable steps to ensure that any risks to lone workers are identified and eliminated, where possible or controlled to levels as low as reasonably practicable. Consequently, procedures have been put in place to monitor lone workers to ensure their safety arrangements.

Peoplesafe is a locate-and-respond protection system for people who work alone or out of sight of colleagues.

Our legal basis for processing

Under the General Data Protection Regulation (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) and 6(1)(c) – Necessary for compliance with a legal obligation (Management of Health and Safety at Work Regulations 1992, Health and Safety at Work etc. Act 1974 & Corporate Manslaughter Act 2007). Article 9(2)(a) – the data subject has given explicit consent to the processing of those personal data for one or more specified purposes.



What we do with it

The Health and Safety Department will keep a record of any personal risk assessments and forward these to Human Resources for inclusion within your personal record file (PRF). Your Line Manager will review both the Lone working arrangements and risk assessment periodically.

The Health and Safety Department will keep a record of who has been issued a personal lone working device, which will be then passed to Peoplesafe.

Should a device be activated, Peoplesafe will listen and instigate a conversation to determine the best course of action, for example, calling you, one of your escalation contacts, the Police or an Ambulance etc.

Sharing your information

Your name and device number will be shared with Peoplesafe, who are our supplier and Alarm Receiving Centre (ARC) for the Lone Working devices.

The GPS position of the device will be logged at regular intervals by Peoplesafe but will only be monitored should the lone working device or app be activated.

The Information that Peoplesafe collects from you directly is kept in the Peoplesafe portal system known as Nexus. This can be viewed by your Line Manager or the Health and Safety Team when your personal details need to be updated, as notified by you; by Peoplesafe if an alarm is raised, and blue light services assigned to help you, if a 999 call is placed.

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

[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 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 Lone Workers will be retained by the Health and Safety Team whilst you are deemed a lone worker and then deleted when you cease lone working.

The data stored by Peoplesafe is stored within the UK and retained throughout the time you remain as an end-user of any of the Group's Products, Apps or Services. Once you cease being a user of the equipment, Peoplesafe will delete your data, at the request of the Health and Safety Department.

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.

Peoplesafe, is an ISO27001 certified organisation and follows the guidelines to ensure the safety and security of the information. Peoplesafe service is fully accredited against BS 8484:2022 – the British Standard for the provision of lone worker devices and service. To obtain BS8484:2022 accreditation, Peoplesafe underwent independent auditing by the Security Systems and Alarms Inspection Board (SSAIB). The assessment covered various aspects, including the reliability and performance of their lone worker devices, the monitoring and response capabilities of the alarm receiving centre, and adherence to data protection and privacy regulations. Peoplesafe have undertaken an independent assessment to ensure their systems and information are cybersafe.

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 - your data matters](#).



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](https://ico.org.uk/make-a-complaint/)

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

Telephone: 0303 123 1113

Updated: August 2025

ROYAL BERKSHIRE

FIRE AND RESCUE SERVICE



RoyalBerksFRS



@RBFRSOfficial



RoyalBerkshireFire



Royal Berkshire Fire & Rescue Service



rbfrs.co.uk