



Medical treatment given by trained RBFRS staff

Immediate Emergency Care (IEC) at 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

The address of the incident, your initials, date of birth, health details (injuries, care administered, actions etc) and any other relevant details that will assist us in ensuring you are treated effectively.

Please also refer to the following privacy notices:

- » TVFCS –Emergency (999) Calls, Incidents and Response
- » Fire and rescue service Incident Recording System – privacy information notice (GOV.UK)
- » Details collected at or for incidents.

Why we need it

The purpose is to offer early medical treatment and high quality patient care to enhance the clinical outcomes of patients prior to the arrival of the Ambulance Service. We collect this information so that we can ensure that the Ambulance Service (South Central Ambulance Service NHS Foundation Trust) have all the relevant details to take over and provide you with the most appropriate treatment and care.



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)(d) – vital interests of a data subject or another person where the data subject is incapable of giving consent and 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 where we collect special category data: Article 9(2)(b) – Necessary for the carrying out of obligations under employment, social security or social protection law, or a collective agreement, 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, Health and Social Care Act, National Health Service Act 2006, Policing and Crime Act*)

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.

9(2)(c) – Vital interests of a data subject who is physically or legally incapable of giving consent, 9(2)(h) – purposes of preventative or occupational medicine, for assessing the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health or social care systems and services. (Data Protection Act: Schedule 1, Pt 1, 2: Health and social care).

What we do with it

A record of the incident, our attendance and brief details are logged within our recording systems.

Your details are recorded on a patient clinical record form, which is then passed to the Ambulance Staff at South Central Ambulance Service (SCAS) NHS Foundation Trust.

Sharing your information

Your details are passed to South Central Ambulance Service (SCAS) NHS Foundation Trust in accordance with our Delivery of patient care at operational incidents collaboration agreement with South Central Ambulance Service NHS Foundation Trust (SCAS) and Immediate Emergency Care (IEC) Procedures.

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.

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 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 and only non-personalised details (a summary) of the request and its outcome will be kept.

A record of the incident, our attendance and details are logged within our recording systems (retained for 10 years).

A copy of the patient clinical record form that is passed to the Ambulance Staff (SCAS) following care provided at incidents is not retained by RBFRS.



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- » TVFCS –Emergency (999) Calls, Incidents and Response
- » Details collected at or for incidents.
- » Fire and rescue service Incident Recording System – privacy information notice (GOV.UK)

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
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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FIRE AND RESCUE SERVICE

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