

Privacy Notice

North Wales Fire and Rescue Service (NWFRS) is committed to protecting your personal data when you use our services. This privacy notice outlines how we use information about you and how we protect your privacy. Please note that, in addition to this overarching privacy notice, NWFRS may issue additional privacy notices for specific data processing activities.

The UK General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018 govern the processing of personal data.

The data we may collect about you

To deliver our services effectively NWFRS may need to collect and process personal data about you. Personal data refers to any information from which a living individual can be identified. Individual identification can be by the information alone or in conjunction with other information in the possession of the Service.

Types of personal data	Details
Individual details	Name, address, other contact details (e.g. email and telephone numbers), gender, marital status, date and place of birth, nationality, employer, job title and employment history, family details including their relationship to you.
Special categories of personal data	Certain categories of personal data have additional protection. The categories are race, ethnic origin, politics, religion trade union membership, genetics, biometrics (where used for ID purposes), health, sex life or sexual orientation

Why we collect your personal information

We process personal information to enable us to undertake prevention, protection and emergency services to the communities that we serve. Personal data can be collected particularly for firefighting and emergency services, managing responses to fire, incidents and traffic accidents, maintaining our own records and accounts and the management of fire service assets. We also process personal information using CCTV systems on our buildings and vehicles to monitor and collect visual images for the purposes of security and the prevention and detection of crime. Other reasons why we collect personal data include:

- carrying out Safe and Well visits;
- for employment and staff training purposes;
- checking the quality and effectiveness of our services;
- investigating any concerns or complaints about our services;
- research and planning of new services;
- emergency contact information.

Where might we collect your personal data from?

We might collect your personal data from:

- you;
- your family members, your representative, your employer, or a member of the public concerned for your welfare;
- other public bodies such as the police, ambulance service, local councils and the NHS;
- other organisations to whom you have given permission to share your information.

Legal basis for processing your personal data.

We have the right to process your personal data if at least one of the following applies:

- processing is necessary for carrying out legitimate public duties of a Fire and Rescue Service as defined in the Fire and Rescue Services Act 2004;
- your explicit consent has been given for carrying out incidental activities that help us in carrying out our public duty of improving, protecting and saving lives;
- processing is necessary for collaborating with public organisations such as the police and ambulance service in undertaking public safety functions;
- for recruitment, employment, social security purposes or a collective agreement;
- processing is carried out by a non-profit body with a political, philosophical, religious or trade union aim provided:
 - the processing relates only to members or former members (or those who have regular contact with it in connection with those purposes); and
 - There is no disclosure to a third party without consent.

How do we keep your information secure?

We are committed to ensuring that your personal data is safe. In order to prevent unauthorised access or disclosure, we have put in place appropriate physical, electronic and managerial procedures to safeguard and secure the information that we hold about you. These include:

- physical security measures in work areas;
- information security awareness training for our staff;
- access controls on systems;
- encryption of personal data.

With whom might we share your personal information?

We may engage the services of commercial companies (occupational health providers for example) to store and manage your information on our behalf. Where we have these arrangements, there is always a contract, memorandum of understanding or information sharing agreement in place to ensure that the requirements of the legislation on handling personal data are met. We may share your personal information with third parties that are commissioned to train our staff or volunteers.

Sometimes it is a legal requirement or in the interest of public safety to share information with other organisations such as the police, the NHS or social services. We may also share

your personal information when there is a justifiable public safety and security reason. Examples are:

- for the investigation, detection and prevention of crime or if we are required to do so by law;
- helping the police and relevant authorities to identify trends and issues relating to fires;
- if there are serious risks to the public, our staff or other professionals;
- to protect children or vulnerable adults.

How can you access the information we hold about you?

You have the right to request all the information we hold about you when we receive a request from you in writing. We would normally give you access to everything we have recorded about you, and this applies to both paper and electronic records. However, we will not share any information that contains:

- confidential information about other people; or
- if it is in the interest of public safety and security to withhold that information from you.

Your rights and your personal data

Notwithstanding any relevant exemption under the legislation, you have the following rights with respect to your personal data:

- the right to request a copy of your personal data which we hold about you;
- the right to request that we correct any personal information if it is found to be inaccurate or out of date;
- the right to erasure of your personal data where it is no longer necessary for NWFRS to retain such data;
- the right to withdraw consent to the processing of your data at any time;
- the right to request that NWFRS transmits your data to another organisation where applicable;
- where there is a dispute in relation to the accuracy or processing of your personal data, you have the right to request a restriction is placed on further processing;
- the right to object to the processing of personal data where applicable. However, as the majority of the data we process is done so based on the performance of a statutory duty in the public interest, there are limits to this right;
- the right to lodge a complaint with the Information Commissioners Office.

Further processing

If we wish to use your personal data for a new purpose not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

Contact Details

If you have any queries or complaints, or wish to exercise all relevant rights, please contact North Wales Fire and Rescue Service's Data Protection Officer at Tel: 01745 535250, Email: dpo@northwalesfire.gov.wales, or via the NWFRS web site at <https://www.northwalesfire.gov.wales/contact-us/>.

You can contact the Information Commissioner's Office by visiting its web site at www.ico.org.uk, telephoning 0303 123 1113 or writing to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF