

This privacy notice tells you:

- what information County Durham and Darlington Fire and Rescue Service are collecting about you
- why we have collected it
- how it will be used

You can find out about your rights and how we will protect your data in our “Universal Privacy Notice” which can be found on our website.

Information Asset Owner: [Community Risk Management](#)

Information Collection Area: [Safe and Wellbeing Visits](#)

When County Durham and Darlington Fire and Rescue Service (CDDFRS) undertake a Safe and Wellbeing Visit at your property, it is important that you understand how your personal information will be collected and used, and what rights you have when it comes to your information.

How we collect the information about you

We collect your information when we conduct a Safe and Wellbeing Visit which is either as a result of a self-referral, referral from another agency or as a result of an operational incident in your area. We use electronic devices such as tablets, iPads to record your information. Where paper forms are used as an interim measure, they are destroyed as soon as the information is transferred to our ICT system.

Why we are collecting your information

The information we collect is needed to enable us to visit you (e.g. your address) and to then carry out the purpose of the visit (providing advice). The visit takes place upon request, and the information that is collected is used by us to provide the requested service and to meet our obligations under The Fire and Rescue Services (FRS) Act 2004,(referred to as the Act).

These obligations include:

- Promoting fire safety
- Reducing yours and others risks from fire
- Providing advice on actions to take in the event of a fire
- Safeguarding our community by improving yours and others safety
- Providing support to improve your health and wellbeing.

What information is being collected?

The Safe and Wellbeing Visit includes questions and observations around Lifestyle and health related activities, all issues that might impact on personal wellbeing such as health or mental health issues.

We also collect ethnicity data for monitoring purposes to fulfil our statutory public sector obligations in relation to Home Office returns.

We will make a record of your responses, and document anything we have seen that relates to the questions and the purpose of the visit. We will also keep a record of referrals made to other agencies and the reasons why we do this.

How we will use your information

The information we collect during the visit will be used:

- To provide appropriate services to protect your safety or the safety of others as well as improve your personal wellbeing.
- To record and evaluate outcomes of the services CDDFRS has provided.
- To analyse activity, identify any trends and provide anonymised statistics to the Home Office on the total amount of visits that have been undertaken

Data subject category

Members of the general public

Legal basis for the processing

We have a statutory duty under the Fire and Rescue Services Act 2004 to

- Promote fire safety which can reduce your risk from fire.
- Provide fire safety advice in the event of a fire.
- Safeguard our communities to improve your safety, health and wellbeing.

Therefore, the use of personal information is necessary to meet our obligations under the Act and, for the more sensitive data (health information for example), the use is necessary for reasons of substantial public interest in meeting our core function also processing of special category/sensitive is necessary to protect the vital interests of data subjects where individuals are physically or legally incapable of giving consent

Who we share your information with

Your information will be stored on an internal system and will be used by staff that require it to undertake their role, to carry out the visit, progress outcomes from the visit and administer and evaluate the service.

Protecting your personal information is vital to us so, if we make a referral to a partner agency, appropriate security measures are in place to ensure it is shared securely, and we will only share the minimum amount of information necessary to meet the purpose of the referral.

Example of referrals which could be offered during the visit, dependant on our findings, are:

- NHS falls prevention teams who can support individuals in preventing falls in and around the home.
- Durham Police to provide advice and support to those who have concerns involving crime, anti-social behaviours, vulnerability and safeguarding.
- Public Health England who can offer support to individuals across a range of areas.
- Durham County Council and Darlington Borough Council for assistance in meeting the need to stay warm in your own home

There are occasions where your personal information can be shared without us asking you; if we have a legal duty or power to share information with other statutory bodies when the public good is of greater importance than personal confidentiality and where your safety or the safety of others is at risk. Decisions will be made on a case by case basis.

How long we hold your information for

Any paper records collected during a Safe and Wellbeing Visit will be securely destroyed once the information has been transferred to our electronic database.

However, computerised systems are currently being upgraded and it is therefore possible that paper records will be required until July 2019.

Currently all electronic information is held indefinitely to allow for CDDFRS to fulfil its obligations under the Fire and Rescue Services Act 2004 to promote fire safety and reduce the risk from fire to the community. When electronic systems are upgraded CDDFRS will only retain information to fulfil its obligations under the Act or longer if legislation dictates.



More Information

If you require more information, please contact our Data Protection Officer using the following email address:

dpo@ddfire.gov.uk

