

FAIR PROCESSING AND PRIVACY NOTICES

ICT Service Desk (Software)

Who we are and our contact details

Leicestershire Fire and Rescue Service (LFRS) [us/we/our] are a Public Authority and the Data Controller for determining the purpose and means of processing your personal data. Personal data means any information about a living individual who could be identified. You can contact us:

Address:

The Data Protection Officer,
Information Governance Department,
Leicestershire Fire and Rescue Service Headquarters,
12, Geoff Monk Way,
Birstall,
Leicester

LE4 3BU

Email: **dpo@leics-fire.gov.uk**

Telephone: 0116 210 5555

Or via our **Social Media Channels** – **See our Website Homepage for links:**
[Data Protection, Your Privacy & Website Cookies \(leics-fire.gov.uk\)](https://www.leics-fire.gov.uk/Data-Protection-Your-Privacy-Website-Cookies)

Why we collect your personal data

This Fair Processing and Privacy Notice relates to the personal data that Leicestershire Fire and Rescue Service (LFRS) processes about you in relation to providing the service of an ICT Service Desk (software). Processing means the collection, recording, storage, use, sharing, archiving and deletion of your personal data.

LFRS employees will submit information using an electronic form when raising an electronic request for service from an Agent. Some additional information about you already stored in Active Directory may automatically be included in the form. Active Directory is an ICT application that lists all LFRS people who use our systems and information about them.

We collect and process your personal data to:

- Effectively manage and support ICT requests and core system requests • Respond to a user request;
- Locate the user or equipment;
- Liaise with third parties where required to resolve software, hardware and service issues;
- Obtain authorisation from the user's manager if we deem necessary Contact you in the future relating to your submitted request, for example where an issue returns; and
- After the ICT Service Desk ticket is closed, we may contact you for our quality assurance and performance monitoring purposes.

The categories of individuals

Employees

Temporary employees including Intern and Agency

Apprentices

Consultants

Contractors

Suppliers / Service Providers

The personal data we collect

We will only collect the required minimum amount of personal data from you, this includes:

- First name and surname;
- Service number;
- Job title;
- Managers name;
- Department / Location;
- Work email; and
- Work contact number.

We may also process sensitive personal data relating to your health information where this is relevant to an ICT request, for example you may wish to tell us that you have dyslexia or have a physical disability. There is potential for users to include further personal or sensitive information within the free text of the request detail when describing the nature of their ticket submission.

Our lawful reasons for processing your personal data

We are not relying on your consent (permission) to collect and process your personal information, our lawful reasons to collect and use your personal information are:

GDPR Article 6(1)(f) – There is legitimate interest in Agents (ICT and System Coordinators) being able to contact staff to resolve issues with software and hardware in their pursuance of providing suitable systems of work to enable the Service to comply with Part 2 (Core Functions) of the Fire and Rescue Services Act 2004.

There is also legitimate interest in ICT being able to audit reported events and issues in order to maintain the technical security of LFRS systems in accordance with relevant Data Protection and ICT Legislative compliance including the Data Protection Act 2018 and the Computer Misuse Act 1990.

GDPR Article 9(2)(b) - Processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment. ICT have a duty to consider disability and how this may affect a data subjects ability to use software or hardware and to put in place reasonable adjustments where required.

Who we share your personal data with

Only the people who need to see your personal information will be allowed access to it, as well as ICT staff this may include your Manager and LFRS system administrators when requests relate specifically to the systems that they manage (such as Agresso, Firewatch, CFRMIS and SharePoint).

We may share your personal data with third party (non LFRS people) who provide our software, hardware and services when we need to. Data will not be shared with persons outside of LFRS for any other purpose without first obtaining your consent unless we are legally required to do so.

If data is used for monitoring and statistical purposes it will be anonymised.

How we store your personal data and how long we keep it

Your personal information is securely stored at our premises with access limited to only those who administer the system.

Your personal data is stored securely in an offsite 'Cloud' provision in the UK hosted by the ICT Service Desk software provider. Data from the Cloud may be copied and held locally by LFRS for 3 years and then deleted. Data in the hosted Cloud will be held until contract end or termination by either party and permanently deleted thereafter in accordance with contract terms. Information access from and to the Cloud is securely encrypted.

Your individual rights

In general, you have the right to request that LFRS:

- Provides you with details of your personal data held, gives access to you and where appropriate provides you with a copy of your personal information
- Corrects any errors in your personal data we find during our business processes, or are informed of and restrict processing of your personal data until completed
- Considers your objection to the processing of your personal data and depending upon the service and legal basis, stops all or some of that processing. "Processing" means the collecting, storing, amending, disclosing, sharing, archiving and destruction of your data
- Erases your personal information, depending on the service and legal basis deletes all or some of your personal data
- Withdraw your consent for us to further process your personal data, if consent is used by us as the legal basis for the service
- Informs you any of automated decision making, including profiling for the service (Note: Please be advised we do not currently use automated decision making)

Where possible we will try to meet your request, but we may need to retain or process information to comply with a legal duty or our policies and procedures.

Data Protection information, requests and concerns

If you would like to exercise your individual rights or discuss anything in this Privacy Notice, please contact our Data Protection Officer (DPO) – See top of page 1.

If you have concerns about the use of your personal data we encourage you first to contact our DPO as concerns can often be resolved very quickly. If you remain concerned then the Information Commissioners Office is an independent body set up to uphold information rights in the UK. They can be contacted through their website: www.ico.org.uk or their helpline on 0303 123 1113, or in writing to:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

For more information about your rights: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protectionregulation-gdpr/individual-rights/>

To complain to the Information Commissioner's Office:
<https://ico.org.uk/concerns/>

Review

Revised July 2023.

Next review July 2024.