



FAIR PROCESSING AND PRIVACY NOTICES

After The Incident Survey

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

We collect and process your personal information post incident for monitoring satisfaction with our emergency response service.

The primary purposes of processing are to:

- Demonstrate how well we have performed in an emergency;
- Identify where we may improve the service we provide in an emergency; and
- Ensure that we are meeting the different needs of the communities that we serve.

The information that you provide will be linked to information that we collect about the incident itself. This will be used to carry out further analysis on our performance and will be made available in an aggregated form in our Annual Report.

The categories of individuals

Employees

Temporary employees including Intern and Agency

Volunteers

Apprentices

Partner Authorities/Organisations

Community

The personal data we collect

This personal information may include but is not limited to your:

- Email address
- Your opinion about how well we performed
- Age
- Sex
- Ethnicity
- Religion
- Disability
- Gender Identity
- Sexual Orientation

By respondents choice for further research and post response contact for quality assurance purposes:

- Name
- Home address and postcode
- Contact telephone number

Our lawful basis for processing your personal data

LFRS has due regard to the Data Protection Act 2018, the UK General Data Protection Regulation (UK GDPR) and any subsequent data protection legislation and codes of best practice. The lawful basis for processing are set out in Article 6 of the UK GDPR. At least one of these must apply whenever the Service is processing your personal data:

Article 6(1)(a) Consent: you have given consent to the processing of your personal data for one or more specific purposes. This relates to the collection and processing of your personal data.

Article 6(1)(f) Legitimate interests: the processing is necessary for our legitimate interests or the legitimate interests of a third party, unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. This relates to use of your personal data for analysis and reporting purposes.

We also process your special category personal data (also known as sensitive personal data). The lawful basis for processing your sensitive personal data is set out in Article 9 of the UK GDPR. In addition to one of the conditions set out in Article 6, at least one of these must also apply whenever the Service is processing your sensitive personal data:

Article 9(2)(a) Consent: you have given explicit consent to the processing of your sensitive personal data for one or more specified purposes;

Who we share your personal data with

We share your personal information with Leicestershire County Council as they administer the survey on our behalf. We will not share your information with any other third party unless we are legally required to do so.

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. Should we use Cloud services, we will not store your information outside of the UK.

We will keep your personal information for 3 years before securely and permanently deleting. The information you provide will be aggregated for reports and anonymised, this enables us to use the information for longer without any risk to your rights and freedoms as the data subject.

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-protection>

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

Review

Revised October 2023.

Next review October 2024.