

## Fair Processing and Privacy Notice

This privacy notice relates to Leicestershire Fire and Rescue Service Control Room that operates 24 hours every day and is designed to help you understand how and why your information is processed during an emergency call and also during the fire service responding to an incident. It also covers information obtained during non-emergency calls received and made from the Control Room.

### 999 Calls and Emergency Incidents

Are calls recorded and do you have the callers' telephone number?

All calls that are made in and out of our Control Room are recorded, including 999 calls. They are recorded so that they can be played back if we need to check information recorded in order to carry out tasks required to locate and attend emergency and non-emergency incidents.

When you call 999 it is vital that your number is recorded by fire control, so that we can contact you again if we need further information from you during the incident or later for the purposes of fire investigation.

Even if you have barred the 'calling line identity' facility, your telephone number will be displayed to the telephone exchange operator. This is a safety feature to enable us to ascertain an approximate location of the emergency.

Sometimes the audio call recordings are shared with the Police for the detection of crime and apprehension and prosecution of offenders; and used as evidence in court cases. No warning is given that the calls are recorded at the time of making the call as this would obviously cause delay in an emergency situation.

### Why do we need to process your information?

Under the Fire and Rescue Services Act 2004, Leicestershire Fire and Rescue Service have a statutory duty to extinguish fires and protect life and property in the event of fire and road traffic collisions. We also have a responsibility, where necessary, to attend emergencies other than fires and road traffic collisions. It is a legal obligation for us to make arrangements for dealing with emergency calls for help and summoning personnel. If we did not collect and use this information, we would not be able to effectively provide an emergency response. The personal information we are likely to collect during a 999 call or at an incident include:

- Caller's telephone number and name where required
- The address of the incident, which may be the address of your property
- Injured parties' names, injuries, details of any medical support given, age and gender
- Other third parties' names and contact details

We may need to collect and use sensitive information, such as health details, where this is necessary to meet our obligations.

In order to make arrangements to respond to an incident we are required to obtain certain information. When you call 999 we collect and use your details and information regarding the incident to assist with our duty to protect and preserve life and deal with incidents that cause or likely to cause harm to the environment. At the incident, we will collect details of injured people and those with building management responsibility.

We also have powers to investigate causes of fires, and any information gathered during the emergency call could be used during the investigation.

During a response to an incident, information may be passed to partner agencies who are also attending, such as other emergency services or utility companies. We may collect health or medical information to support the ambulance service in providing care to you, in order to protect your vital interests.

Following an incident, we may send an 'After the Incident Feedback Card' to the premises and ask that it is completed and returned so that we can monitor the service that's been provided. The information provided will only be used to ensure that we are providing a good level of service to our diverse communities. If you express dissatisfaction with the Service we will use the incident number to review our records of what happened and identify if we can make any improvements in the future. All published reports using the information will be anonymous - names are not included. We published information relating to this in a specific privacy notice that is available on our website.

## **How will my information be used?**

The 999 call is directed to Leicestershire Fire and Rescue Service Control Room, and the caller is asked numerous questions regarding the incident. During busy periods the call may be taken by a joint control room that services Nottinghamshire Fire and Rescue Service and Derbyshire Fire and Rescue Service. Formal agreements are in place with our neighbouring fire services to ensure your privacy is protected should they have a need to process it.

We collect information such as the address where the emergency is, what is on fire, or what other emergency you have, to enable us to decide what our response will be, for example, how many fire engines we will send and what type they are.

We may then gather other valuable information from the caller which will be passed on to the operational crew while they are travelling to the incident. This information may include things such as do you know if anybody is trapped and their whereabouts? Whether there are hazards such as an oil tank or gas cylinders near the fire or incident? How many vehicles are involved in the collision?

We may need to know a caller's name and address. This can be used as a guide to where the incident has been seen from and to enable the crew to locate the original caller if there are any difficulties locating the incident. We would also ask a caller's name if they were the one trapped by fire or involved in another incident.

After the incident certain information is entered into our Incident Recording System (IRS). The information is recorded against an incident number not an individual's name. Names are only included for serious injuries or fatalities and the person completing the form. We published information relating to this in a specific privacy notice that is available on our website.

The information gathered is used to report to the Home Office, manage our performance, inform our Integrated Risk Management Plan which is a requirement of the National Firefighter Framework and report to Government and auditors.

## **Why do we need to record non-emergency telephone calls?**

- The call could be upgraded to an emergency call and therefore there may be a need to review information given again after the caller has cleared
- Audit purposes – e.g. vehicles availability, staff sickness reporting, reports of injuries of our staff whilst on duty, crewing of fire appliance information (staffing)
- Fault reporting and resolution
- For the protection of our staff who make operational decisions that may be subject to post event challenge in order that future learning and policy is reviewed when required
- Outgoing calls to our emergency and non-emergency partners
- Complaints and concerns – to enable information to be available for investigation purposes
- Privacy by design does not allow selective recording therefore all calls are recorded regardless of purpose and content.

## **Why do we need to record radio messages?**

All radio messages from operational crews at incidents made into Fire Control and responses made out of our Control Room are recorded. They are recorded so that they can be played back if we need to check information in order to carry out tasks required by us to manage an incident.

They are also used for post incident audit, that is debriefs to assess our performance and to determine where we can do things better.

## **Who will have access to the information we collect during an incident?**

All information gathered during the incident is stored on the Fire Control mobilising system(s), with access restricted to those who need it to perform their role, including the Fire Control Room staff in Leicestershire Fire and Rescue Service, Derbyshire Fire and Rescue Service and Nottinghamshire Fire and Rescue Service.

There may be occasions where it is identified that a multi-agency response is required, and relevant details about the incident may be disclosed to other parties to enable their emergency response.

Information regarding the incident is shared with operational crews to help assist with deployment and their response. Verbal and electronic messages will continuously be relayed between operational crews and Fire Control to ensure an effective response to the incident is provided.

There may be occasions where the information we have gathered during an incident, including our response, is disclosed to other agencies upon request. For example, the Police may be investigating the cause of an incident and they require certain information for the prevention and detection of crime or apprehension of an offender, this could include the details of the caller. The Health and Safety Executive may be investigating an incident and require the information. In the unfortunate circumstances of a fatality, the Coroner will request that we disclose certain information for them to take into consideration during a Coroner's Inquest. We will not rely on your consent to disclose this information, as we will have another legal basis that can be relied upon such as legislation.

We receive requests for copies of the incident reports and fire investigation reports, and these are disclosed to members of the public or to solicitors, insurance companies and loss adjusters who are acting on behalf of the owner/occupier of an affected property or vehicle. Information can also be provided to someone acting on behalf of an individual who has been recorded on the incident record as being injured as a result of the incident. Necessary identification will be requested to ensure information is not disclosed inappropriately and personal data removed if the person requesting the information is not lawfully entitled to receive it.

To support community safety messages we may also use general incident information without names and identifying details (so it is depersonalised).

## **How long will you keep my information for?**

How long we retain the information depends on the purpose it was collected for. We keep:

- All call recordings for the current year plus five years.
- Incident data on the mobilising system for the current year plus ten years.
- Information on the Incident Recording System is held for 70 years allowing the Home Office analysts to perform useful longer term trend analysis into the drivers of change.

## **Who can I contact about my personal information?**

You can contact our Data Protection Lead with regard to any issues related to the processing of your personal information, including exercising any of your rights or making a complaint.

We encourage people to bring to our attention any instances where they think our collection, or use of, information is unfair, misleading or inappropriate.

If you would like to discuss how your personal data is being handled and anything in this privacy notice, please contact:

**Name:** Data Manager

**Address:**

Leicestershire Fire and Rescue Service,  
12 Geoff Monk Way,  
Birstall,  
Leicester,  
LE4 3BU

**Telephone:** 0116 210 5555

**Email:** [dataprotection@lfrs.org](mailto:dataprotection@lfrs.org)

## Who can I contact if I want to make a complaint?

If you are not satisfied with how the Service is processing your personal data then we encourage informal resolution by speaking to our Data Protection Lead. If this not possible and you are still dissatisfied then you may apply for an independent internal review by our Chief Fire Officer/Chief Executive. To do this email [service.information.team@leics-fire.gov.uk](mailto:service.information.team@leics-fire.gov.uk).

Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you have concerns about the use of your personal data, 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](http://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-regulation-gdpr/individual-rights/>

To complain to the Information Commissioner's Office:

<https://ico.org.uk/concerns/>

## Review

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