Prevention - Privacy notice

The Chief Fire Officer is the data controller under the Data Protection Act 2018 for Cheshire Fire and Rescue Service.

This privacy notice tells you what to expect when we handle your information. It also tells you what your rights are in relation to your data.

Cheshire Fire and Rescue Service’s Prevention Team works to keep people safe at home, on the roads and in the community. To do this we work closely with other organisations and are given national and local health and other partner information in order to offer a range of appropriate services relating to:

- Home fire safety and safe and well visits
- Deliberate fire reduction
- Targeted youth engagement
- Adult and children safeguarding

For more information about information we are given see the section below called “Information provided to us” and health data sharing notice.

How we use your data

For some of this work we will need the name, address and other limited personal information of our service users. We will fully explain this and you are not obliged to give us this information but, without it we may not be able to offer any relevant services.

We will usually obtain your consent prior to collecting or sharing any of your personal information. The exception to this is where we have an overriding responsibility, in the interests of your safety, public safety or the reporting of crime.

We work closely with other agencies, and with your consent we may offer assistance from other agencies such as Councils, Health Services, Adult and Children’s Services. Before asking if we can share your data with other agencies we will explain why we need your consent.

In particular we will explain the personal information we will share with other agencies and allow people to say no if they prefer. This may mean that you will not get all the help you may need.

We will only collect relevant information such as age and any health requirements where it is to help understand what people’s needs are and who else may be able to help.

For more information see “How we use and share your information” below.
How we use and share your information

**Home fire safety** – With your consent, we record name, and address and any details about risks in the home, such as smoking, use of oxygen or disabilities.

In order to offer a home fire safety assessment to those who may require additional support, we profile prospective service users based on their age and location. This is necessary for us to perform a task in the public interest and will not have any harmful effect on you.

We keep this data for a minimum of 7 years, mainly to provide the history of any support given.

**Safe & Well** – With your consent and according to our arrangements with Health we may share information with other agencies who can provide more help, and we will always give the house holder the chance to say no if they don’t want us to share information for Safe & Well purposes. If house holders don’t want to give us information we may be unable to fully assist.

This data is minimised so that we only retain a record that we made a referral together with consent for the referral. This is a relatively new process and we are considering the retention period in liaison with partners and will update this privacy notice as soon as possible.

**Fire-Safe** – With consent from the child or parent or guardian, we work with children and young people who may be at risk of causing fires to try and change their behaviour. These individuals may have been referred to us by the parent/guardian, school, Police or Children’s Services, or because we are concerned about a fire incident.

Note: We only provide Fire-Safe work with parent/guardian agreement and we aim to include parents or guardians in our work.

Although we recognise the privacy rights of those aged under 18 we are required to retain records of any work with children or young people in case of future safeguarding queries.

We may have to share Fire-Safe information with other agencies if there is a significant risk or if we are required by law. Where possible we will advise before we share information but there may be exceptions to this.

We keep this data until the child reaches the age of 25 or until 10 years from the last interaction, whichever is longer.

**Youth Engagement** - we work with children and young people in order to provide positive prevention interventions.
With consent we collect contact details, and any relevant welfare and health data necessary to support young people within the programme. This may be provided by the young person or their parent/guardian, or by partner agencies.

With consent we may report on progress, and/or refer children and young people to other support agencies that may offer additional services required by the young person.

In any case of safeguarding, personal data may be shared with Local Authorities to ensure that all children and young people are safeguarded from harm in line with CFRS Safeguarding Policy.

We keep this data until the child reaches the age of 25 or until 10 years from the last intervention, whichever is longer.

Safety Central

We run an interactive lifeskills education centre which provides a learning environment where people of all ages can develop the skills and knowledge they need to stay safe and well at home, on the road and in our community. The centre is used by schools and community groups.

The booking form contains personal contact details of the person making the booking and information about the group but not about individual members of the group. The personal data of volunteers who provide their services at the centre is processed as outlined in the Staff Privacy Notice.

Safeguarding Referrals - in cases of abuse or neglect or where we feel the making of a safeguarding referral is appropriate we will refer matters to the local authority in accordance with Adult or Children’s Services referral procedures.

We need to keep this data in case of queries, and as a minimum the data is kept for 7 years. We are reviewing this and will update this privacy notice as soon as possible

Data Processors - Data processors are third parties who are contracted to provide some information services for us. The contract means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

In order to provide an efficient service we use Message Pad to handle calls on our behalf. Message Pad are contracted to handle your data securely and pass your data straight to us.

Cheshire Fire and Rescue Service also operate a Blue Light Collaboration which means some of our IT and Information services are supplied by Cheshire Constabulary.
Your rights

We recognise that people trust us to handle information correctly and keep it safe. We will not use information for marketing, and we will only use it for the purpose we collected it.

It is important to us that all service users are fully aware of their rights under the General Data Protection Regulation 2018. You can find out more on our Data Protection pages on our website.

The Data Protection legislation gives you a number of rights in relation to the information we hold about you.

These rights are:
- To request a copy of your data
- To be told what we use your data for, how long we keep it, whether we share or disclose it
- To rectify any errors
- To object to us processing your data

You also have the right to:
- withdraw consent
- complain to us
- complain to the ICO - for details see www.ico.gov.uk.

If you want to know more about the information we hold, or if you would like to opt out of any of our safety services, access your personal information or request deletion of any personal information contact the Prevention Team on 01606 868490 or email communitysafetyadmin@cheshirefire.gov.uk.

If you wish to exercise your formal Data Protection rights please send your request to Freedom-of-Information@cheshirefire.gov.uk

If you have concerns regarding the collection and use of information please contact the Data Protection Officer (who is part of the Joint Corporate Services with Cheshire Constabulary): The Data Protection Officer,
Cheshire Constabulary HQ,
Clemonds Hey,
Oakmere Road,
Winsford,
CW7 2UA

Telephone: 01606 362384
Email: requests@cheshire.pnn.police.uk
Information provided to us

To enable fire risk reduction, colleagues at Health support us by providing us with a de-personalised list of over 65s addresses (see below for the NHS Fair Processing Notice).

This list of addresses is handled with great care and does not include any names or information about individual’s health. This data sharing has helped us to improve the fire safety of those at particularly heightened risk from fire in the most efficient way, and has been commended nationally.

Health also advise us of names and addresses of clients who use oxygen at home. This helps us to provide fire safety advice and to respond appropriately if a fire occurs.

By helping us to prioritise our home fire safety work we can also offer a wider range of help. For example, slips, trips and falls reduction, the giving of bowel cancer screening information, smoking cessation, alcohol harm reduction, affordable warmth, blood pressure and atrial fibrillation testing as well as combatting loneliness and social isolation. Access to these and sharing of personal information with Health or any other agency will always be with your consent to do so.

NHS England Fair Processing Notice

_NHS England, the Royal College General Practitioners and Fire and Rescue Services (FRS) in England work together to share information (where relevant, proportionate and necessary) to allow fire service personnel to undertake home safety assessments for those would most benefit from a visit._

_The majority of fire deaths in the UK occur amongst the elderly population. However older people are most vulnerable to fire and a number of other risks. A home visit from the FRS is proven to make them safer and can reduce risk significantly._

_In one area of the United Kingdom where this work has been piloted since 2007, there has been very significant reductions in fire deaths and injuries which has developed into a current trend well below the national average. So we know this work can save many lives._

_The FRS and NHS will continue to work together in the future to ensure the visits undertaken by the FRS are effective in helping to make making people safe and well._