



## Emergency Services – Privacy notice

In emergency situations we will need to deal with the emergency and will not be able to tell you about any data handling at the time. This includes calls made to Emergency “999” lines. This is due to the associated risk of harm caused by any delay in responding to the emergency.

This privacy notice informs you of the details you are entitled to receive when using personal information during an emergency incident.

### Our Purpose and Lawful Basis

The Chief Fire Officer of Cheshire Fire and Rescue Service (CFRS) is the controller for personal data that we collect. We process your personal data in order to meet our legal obligation or as part of our public task to provide a response to emergencies and provide fire and rescue services under the Fire and Rescue Services Act 2004 and the Civil Contingencies Act 2004. We also have a responsibility for the health, safety and welfare of our employees and a responsibility to mitigate the risk of fire, identify hazards and known risks presented by a premise/site under the Regulatory Reform (Fire Safety) Order 2005.

### Collecting Personal Data

Personal information can be obtained from callers, victims, witnesses, staff and other emergency services and agencies involved in the incident. This could be over the telephone, via email or in person. We may also use data collected through our other services such as Business Safety and Home Fire Safety.

### Sharing and Processing Data

Our emergency calls are handled by North West Fire Control (NWFC), NWFC process your data on our behalf to assist us in our emergency response. We also use essential systems such as Gartan Technologies software to support incident deployment and other systems which provide timely and essential Site Specific Risk Information (SSRI).

We also work closely with other local authorities, emergency services, local forums such as Cheshire Resilience and national agencies such as the Centre for Protection of the National Infrastructure to prevent, respond to and mitigate major incidents. This may involve sharing some personal data as part of our public task or to respond to threats to vital interests. Only data which is deemed necessary will be shared in these circumstances.

We may disclose data relating to emergency incidents to those with a legitimate interest (such as insurance or other investigators or where we have a legal obligation. Examples include; crime prevention/investigation, national security and national reporting purposes. We do not routinely transfer personal data to any third countries or international organisations.

### Data we Process

The personal data we may process includes names, dates of birth, addresses and contact details. In some circumstances we may rely on special category data relating to health (e.g. home oxygen users or those with a disability, which means they may need support in exiting

their property in an emergency). This allows us respond to incidents safely and provide additional rescue considerations where required.

We also process images collected by our CCTV. This could include from our fire appliances, body worn video or our unmanned aerial vehicle. We use this information for the safety of our staff, for post incident review/training, site specific risk information and for investigating circumstances where applicable.

## How Long we Keep Data

We retain emergency incident data for a minimum of 7 years. This could be kept for longer where there is a crime, investigation, serious injury or historical interest. SSRI data is reviewed annually or every 5 years depending on risk (See retention policy for more details if required).

## 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 Data Protection legislation 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 and delete data in certain circumstances;
- To object to us processing your data;
- To erase your personal information in certain circumstances, but not where we have a legitimate or statutory need for the information.

If you wish to exercise your formal Data Protection rights please send your request to [Freedom-of-Information@cheshirefire.gov.uk](mailto:Freedom-of-Information@cheshirefire.gov.uk)

If you have concerns regarding the collection and use of personal 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](mailto:requests@cheshire.pnn.police.uk)

You also have the right to ask the Information Commissioner to make an assessment if you believe that you have been adversely affected by the way we have handled your personal data. You can contact the Information Commissioner at [www.ico.gov.uk](http://www.ico.gov.uk)

## Other Information

If you want to request a copy of an incident report or obtain more information in relation to your incident please contact; [opaadminhub@cheshirefire.gov.uk](mailto:opaadminhub@cheshirefire.gov.uk)