

# Privacy Notice



## Governance and Commissioning

Cheshire Fire & Rescue Service's Governance and Commissioning team is made up of three core areas which are responsible for delivering a number of services. As a result of the work the team undertake, we may handle personal information in the following circumstances:

### Director of Governance and Commissioning/Monitoring Officer:

- Provision of expert legal advice on matters of law, decision making, risk mitigation and governance to the Fire Authority;
- Overseeing the Service's commissioning arrangements.

### Democratic Services:

- Facilitating Cheshire Fire Authority committee meetings and providing Members with administrative support, such as processing correspondence, allowance and expense claims;
- Facilitating the submission of questions and petitions to the Fire Authority from members of the public;
- Facilitating the Service Management Team's meetings, decision-making processes and correspondence;
- Managing the Service's compliments and complaints process.

### Executive support to the Service Management Team

- Provision of administrative support to the Service Management Team;
- Processing and co-ordinating the administration of information rights, such as Freedom of Information requests and Subject Access requests.

This privacy notice tells you what to expect when we handle personal information relating to members of the public within the Governance and Commissioning team. It also outlines the rights in relation to your data. The 'Staff' privacy notice covers the information we handle relating to the Service Management Team and the Fire Authority.

## How we use and share your information

**Compliments and Complaints** – It is in our legitimate interests to record the details you provide directly to us, when you contact us to make a compliment or complaint. This is so that we can identify and correspond with you. We only share your correspondence internally as part of the resolution process and will keep these records for 10 years. Where you volunteer equality information it will help us with our commitment to diversity, which is in the substantial public interest, under the Equalities Act 2010. We will always strive to de-personalise this type of data. We will also retain this information for a minimum of 4 years.

**Information Rights** – We have a legal obligation to respond to your rights set out under GDPR, Data Protection Act 2018 and the Freedom of Information Act 2000. This will involve collecting relevant information from you in order to administer and respond to such requests. This process may involve sharing information internally in order to progress your request. We keep data protection requests for 2 years and Freedom of Information requests for 3 years, both are in line with our local retention policy.

**Questions to the Fire Authority** – We have a legal obligation to facilitate your right to submit questions to the Fire Authority. This is a right under the Fire Services Act 1947. The personal information collected depends on what is provided by you. During this process, we will share your question(s), along with your first initial and full surname on our website and with the Fire Authority. We also keep this information for 6 years.

**Petitions** – We have a legal obligation under the Local Authorities (referendums) (petitions) Regulations 2011 to facilitate the public right to submit a petition. It is our legitimate interest to obtain some personal information in these circumstances, so that we can verify the petition. Limited information could be published on our website. We will keep a record of the petition for 7 years (current year plus 6 years) so that it's available for inspection to the public. This is in accordance with Section 12 of the above legislation.

## 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 and rectify any errors and delete data in certain circumstances;
- To be told what we use your data for, how long we keep it, whether we share or disclose it;
- To object to us processing your data where we rely on legitimate interests as a lawful basis;
- Complain to us and complain to the ICO - for details see [www.ico.gov.uk](http://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 services, please contact [Freedom-of-Information@cheshirefire.gov.uk](mailto:Freedom-of-Information@cheshirefire.gov.uk).

If you have concerns regarding the use of information please contact our Data Protection Officer (who is part of the collaboration with Cheshire Constabulary) via email [requests@cheshire.pnn.police.uk](mailto:requests@cheshire.pnn.police.uk) or telephone 01606 362384. We also have further information about your rights on our website: [cheshirefire.gov.uk](http://cheshirefire.gov.uk)