

How we use personal information for our Response Services

We respond to emergency calls from members of the public and we need to collect and process personal information about those individuals and others involved in the emergency in order to carry out our services.

Type of Data

The categories of personal data collected in relation to a call to our control room include:

- Audio recording of 999 calls
- Victim and caller information (including name, address, gender, telephone no)
- Details of injuries sustained

Our Lawful Basis

We collect this information to enable us to carry out our statutory obligations under the Fire Services Act 2004 but once the incident is closed, we keep incident data for other purposes including:

- Mandatory reporting of national statistics to the Home Office. This will include personal information but members of our community cannot be identified from published statistics.

To find out more about the data collection requirements placed on us by the Home Office (for example; regarding incidents and prevention work) go to:

<https://www.gov.uk/government/collections/fire-statistics>

A copy of the Home Office Incident Recording System (IRS) Privacy Notice can be accessed here:

<https://www.gov.uk/government/publications/data-protection-and-privacy-notice/fire-and-rescue-service-incident-recording-system-privacy-information-notice>

- We may share incident information with other Fire and Rescue Services for the purposes of coordinating our emergency response and statistical & planning purposes.
- We may need to provide evidence for court hearings such as audio recordings of 999 calls depending on the nature of the incident.
- We analyse our incident data to identify trends and predict areas within our communities which are more likely to experience fire related emergencies. This does not involve automated decision making and data is depersonalised to carry out this task.

Information Sharing

- We share information with our police and ambulance services to help identify and reduce the number of hoax callers.

- Incident information is held securely on a system hosted by Capita and shared between our Fire & Rescue Service (FRS) Partners; Hampshire FRS and Dorset & Wiltshire FRS with whom we work together to ensure a robust emergency mobilising system is in place. For this purpose we identify ourselves as Joint Data Controllers as we use the same information for the same purposes.
- In the interest of the public, we also publish details of incidents in our latest incidents news feed on our website and liaise with local press on incidents of interest. We do not share personal information of the victims involved however persons can be identified due to the location and scale of the incident.
- If we attend a fire related incident that is caused by faulty white goods, we will ask your consent to share your details with the manufacturer.

How Long It's Kept

We keep incident mobilising data for a period of 10 years as we use it to analyse how best to serve our community. A 10 year incident cycle allows us to identify trends and allocate our resources in the most appropriate way. We record emergency calls and keep the audio for a period of 2 years but we may keep specific calls for longer depending on the circumstances; such as if it's needed as evidence for a court hearing.