



## Your Data: Your Rights

The GDPR says that you have the following rights with regard to your personal data held by any organisation:

### 1. Your right to be informed

When directly collecting your personal data, we will explain exactly what will happen to it using a [Privacy Notice](#). If we collect personal information about you from another organisation (indirectly), we will provide you with similar information, as well as explaining where we got your information from.

### 2. Your right to access

You can request a copy of all, or part of, the personal data we hold about you by submitting a **Subject Access Request** (SAR). A guide to submitting a Subject Access Request can be found [here](#).

You will need to provide enough detail about yourself to enable us to identify your personal data, such as your name, address and what contact you have had with the service.

You will also need to provide us with a description of the information you are looking for to enable us to locate it. Please be as specific as you can to assist our search.

We will also require proof of your identity. This can be a copy of your driving licence, birth certificate or passport. Copies of your proof of identification will be destroyed once the SAR has been completed.

#### Will there be a charge?

Information requested as a SAR will be provided free of charge (unless you are asking for additional copies of information previously supplied, or we have good grounds to consider the requests unfounded or unnecessary).

#### How long will it take?

We will acknowledge your request upon receipt. Once proof of ID and any fee has been received you will receive the information requested within 1 month.

However, if your request is complex or numerous requests have been made, we may be required to extend this to up to 3 months. If this is the case, we will contact you within one month of receiving your request to notify you and provide a full explanation.

#### What will I receive?

You have the right to all of the personal data about you that we hold. However, there are some exemptions which we will explain if relevant.

Any decision to disclose another individual's information to you will be made on a case-by-case basis. We will endeavour to supply the information in the requested format.



### 3<sup>rd</sup> party requests

Requests made on your behalf (e.g. by a solicitor, relative or friend) will require written evidence of their authority to make such a request and must satisfy us that they are entitled to do so.

We would also need to be satisfied that you understand what information may be disclosed to someone acting on your behalf. In some circumstances, we may send the information direct to you.

### **3. Your right to rectification**

If you discover that the personal data we hold about you is inaccurate or incomplete, you have the right to instruct us to correct it and we must comply with this instruction within one month.

You must be clear about exactly what you believe is inaccurate and how we must correct it, providing evidence of the inaccuracies where available.

We will confirm that we have corrected your personal data. However, if we consider that your data does not need to be corrected, we will explain why. Either way, we will respond to your request within one month (or up to 3 months for complex requests).

### **4. Your right to erasure**

The right to erasure gives you the option to request the deletion or removal of your personal data where there is no reason for us to continue to use it.

The right is not absolute and we will not delete personal data which we still need to fulfil our official responsibilities as a Fire Service. We will notify you if this is the case.

### **5. Your right to restriction**

You have the right to request that we restrict any processing of your personal data until any errors have been rectified. In this situation, the right to restrict is not stand-alone and can be applied in tandem with the right to rectification.

The right to restriction can also be applied in other situations. If you are concerned that we may be processing data about you in a manner that isn't fair and lawful, you can request that processing is restricted while you pursue a complaint / determine our condition for processing.

We will consider your request and reply within one month (or 3 months for complex cases) with the outcome.

### **6. Your right to portability**

The right to data portability is very unlikely to apply for information held by a Fire Service. This is because it is exempt from reliance on lawful reasons to process data including having a legal obligation or carrying out a task in the interest of the public. We will of course consider such requests and respond within 1 month.



## **7. Your right to object**

You have the right to object to us processing your personal data for the purposes we consider to be in the public interest whilst exercising our official authority as a Fire Service. If you do raise an objection we will stop using your personal data, unless we are able to prove overriding legitimate grounds for doing so.

## **8. Rights relating to automated decision making**

As a Fire Service we do not make automated decisions about the public we serve and therefore these rights do not apply.