**Privacy policy**

Dorset & Wiltshire Fire and Rescue Service provides a wide range of services to the community. To do this, we collect personal information about the people who we work with and our staff.

We are committed to complying with the Data Protection Act 1998 and will:

* Only use your personal information for the purpose you provided it
* Collect the minimum information required to fulfil that purpose
* Tell you what we will do with your information and who it will be shared with (although sometimes we are required by law to share your information with other agencies to help reduce crime or investigate fraud).

**How We Use Your Information**

How we use your information depends on which of our services you have used. For example we may use your information to:

* Record and evaluate our work
* Investigate fires and incidents Deliver and manage our safety courses and youth activities
* Provide staff development
* Help you contact other services
* Offer relevant safety services.

**Sharing Your Information**

We have a responsibility to promote social well being. To do this we often work closely with other authorities. To ensure you receive the relevant services we may need to share your personal and sensitive information with other authorities and partners such as:

* Community Organisations
* Councils
* Police
* Voluntary Services
* Health Service.

In almost all such cases we will make you aware if your information is intended to be used in this way and provide the opportunity for you to say no, except when we are required by law to pass on the information.

Where it is not possible or practical to obtain your consent to share sensitive personal information, we will only share the information if we consider it necessary to protect your vital interests. Such interests are for the protection of life, reduction of crime and accidents and for improving health.

Where possible your information will be anonymised to remove as much detail as possible leaving only key elements to enable us and our partners to target resources to you.

Sharing information with our partners will only take place under strict data sharing protocols with tight security in terms of the transfer of information.

Access to your personal information will also be restricted to authorised individuals on a need to know basis.

**Information provided to us by NHS England**

NHS England, the Royal College General Practitioners and Fire and Rescue Services (FRS) in England work together to ensure preventative resources are offered to those who may benefit most. This is achieved by referrals and the sharing of information (where relevant, proportionate and necessary) to allow fire service personnel to undertake Safe and Well visits. If you require more information about how NHS England use and share your information, please click on the following link:

<https://www.england.nhs.uk/contact-su/privacy-notice/your-information/>

Research has shown that those at high risk from fire death and injury are those who are most likely to impact on a range of NHS services. Safe and well visits are developed between local health practitioners and FRSs to meet local health-risk priorities. They therefore represent an intervention which can improve people’s quality of life while reducing demand on critical services.

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 Safe and Well visit from the FRS is proven to make them safer and can reduce risk significantly across a range of factors.

In one area of the United Kingdom where this work has been piloted since 2007, there has been a very significant reduction 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 people safe and well.

**When Consent is Not Needed**

There are some situations where we are required by law to provide information and reports to a number of organisations.  In these situations your consent is not necessary. These organisations include:

* Central government
* Auditors
* Bodies employed to process our data
* Other crime and disorder partners

Where possible, this information is made anonymous to protect your privacy. The exceptions to this include:

* Information provided to Crime agencies relating to prevention and detection of crime.
* Information which is necessary to prevent serious risk to individuals.
* Provision of data to organisations who process data on our behalf. Examples of this currently includes our payroll and occupational health service provider.
* Staff payroll data, which is provided to external bodies responsible for auditing and administering public funds. This is for preventing and detecting fraud.  You can obtain further details from the [Audit Commission](http://www.audit-commission.gov.uk/).

**Website**

We do not capture or store any personal information about individuals who access our website, except where you choose to give us your personal details via email, use an electronic form or enquire about any of our services.

**Cookies**

A cookie is a small file, typically of letters and numbers, downloaded on to your device when you access our website. Cookies are used on some webpages to provide additional functionality or to maintain unique identification, as is sometimes necessary. Cookies allow us to monitor website traffic. We can then use this information to provide a better service by improving website content, navigation and functionality.

We will not use cookies to record personally identifiable information about you.

If you wish to disable cookies you can do this in your web browser.

**Retention**

We will retain your information for a reasonable period or as long as the law requires in accordance with our Retention Schedule. In line with the Data Protection Act 1998 we employ strict physical, electronic and administrative security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage both on line and off line.

**Access To Your Information**

Under the Data Protection Act 1998 you are entitled to see the personal information we hold about you (subject access request) and you may ask us to make any necessary changes to ensure that it is accurate and kept up to date. If you:

* Wish to correct or update the personal information that you have provided to us.
* Choose to opt out of any communications that you may have agreed to receive.
* Have any comments, or requests relating to the use of your personal information.
* Have any comments about this privacy statement.

Please contact the Information Management Team at:

Dorset & Wiltshire Fire and Rescue Service
Five Rivers Community Health & Wellbeing Centre
Hulse Road
Salisbury
Wiltshire SP1 3NR

E mail: informationmanagement@dwfire.gov.uk