

# Privacy Notice



**CORNWALL**  
**FIRE & RESCUE SERVICE**  
A service of Cornwall Council

## Incident Data (including 999 calls)

### The categories of the information that we collect, process, hold and share include:

The 999 call is directed to Cornwall Fire and Rescue Service control room, and the caller is asked numerous questions regarding the incident. During busy periods the call may be taken by North Yorkshire Fire and Rescue Service Control room.

We collect information such as the address where the emergency is:

- What is on fire, or what other emergency you have, to enable us to decide what our response will be, for example, how many fire engines we will send?

We can then gather other valuable information from the caller which will be passed on to the operational crew while they are en-route to the incident. This information may include things such as:

- Do you know if anybody is trapped and their whereabouts?
- Whether there are hazards such as an oil tank or gas cylinders near the fire or incident?
- How many vehicles are involved in the collision?

We may need to know a caller's name and address. This can be used as a guide to where the incident has been seen from and to enable the crew to locate the original caller if there are any difficulties locating the incident. We'd also ask a caller's name if they were the one trapped by fire or involved in another incident.

If we reasonably believe a fire is about or has broken out, we can enter the building, by force if necessary, without the consent of the owner for the purpose of extinguishing or preventing the fire or protecting life or property.

After the incident certain information is entered into the Incident Recording System. The information is recorded against an incident number not an individual's name. Names are only included for serious injuries or fatalities. The links below take you to documents that show the type of information which is included within the system and the statistics that are published from the data:

### [Type of Information](#)

The information gathered is used to manage our performance, inform our Integrated Risk Management Plan which is a requirement of the National Firefighter Framework and report to Government.

## Why we collect and use this information

The information gathered during the incident is stored on the control's mobilising system(s), with access restricted to those who need it to perform their role, including the control room staff in North Yorkshire Fire and Rescue Service.

As stated, there may be occasions where it is identified that a multi-agency response is required, and relevant details about the incident may be disclosed to other parties to enable their emergency response.

Information regarding the incident is shared with operational crews to help assist with deployment and their response. Verbal and electronic messages will continuously be relayed between operational crews and control to ensure an effective response to the incident is provided.

In regards to the information within the Incident Recording System, this is accessed by those within the Service who have a role requirement to access the system and also the Home Office. For more information about the Home Office please click [here](#).

Any personal information obtained for this process will be either provided by the individual themselves, or from other legitimate sources.

## The lawful basis on which we use this information

Under the Fire & Rescue Services Act 2004 (Legal obligation), Cornwall Fire and Rescue Service have a statutory duty to extinguish fires and protect life and property in the event of fire and road traffic collisions. We also have a responsibility, where necessary, to attend emergencies other than fires and road traffic collisions. ([Fire and Rescue Services Act 2004, Sections 6-9](#)).

It is a legal obligation for us to make arrangements for dealing with emergency calls for help and summoning personnel. If we did not collect and use this information, we would not be able to effectively provide an emergency response. The personal information we are likely to collect during a 999 call or at an incident include;

- Caller's telephone number and name where required
- The address of the incident, which may be the address of your property
- Injured parties name, injuries, details of any medical support given, age and gender

We may need to collect and use sensitive information, such as health details, where this is necessary to meet our obligations.

In order to make arrangements to respond to an incident we are required to obtain certain information. When you call 999 we collect and use your details and information regarding the incident to assist with our duty to protect and preserve life and deal with incidents that cause or likely to cause harm to the environment. At the incident, we will collect details of injured parties.

We also have powers to investigate causes of fires, and any information gathered during the emergency call could be used during the investigation.

During a response to an incident, information may be passed to partner agencies who are also attending, such as another emergency services. We may collect medical information to support the ambulance service in providing care to you, in order to protect your vital interests.

## Storing this information

How long we retain the information depends on the purpose it was collected for. We keep:

- Call recordings for current year plus five years.
- Incident data on the mobilising system for current year plus ten years.
- And the information on the Incident Recording System is held by the Home Office analysts to perform useful longer term trend analysis into the drivers of change (70 years).

## Who we share this information with and why

There may be occasions whereby the information we have gathered regarding an incident, including our response, is disclosed to other agencies upon request. For example, the police may be investigating the cause of an incident and they require certain information for the prevention and detection of crime or apprehension of an offender, this could include the details of the caller. The Health and Safety Executive may be investigating an incident and require the information. In the unfortunate circumstances of a fatality, the Coroner will request that we disclose certain information for them to take into consideration during a Coroner's inquest. We will not rely on your consent to disclose this information, as we will have another legal basis that can be relied upon.

We do get requests for copies of the incident reports and fire investigation reports, and these are disclosed to members of the public who can provide evidence of residence or ownership of a property or vehicle or the solicitors, insurance companies and loss adjusters who are acting on behalf of the owner/occupier of an affected property or vehicle. Information can also be provided to someone acting on behalf of an individual who has been recorded on the incident record as being injured as a result of the incident. Necessary identification will be requested to ensure information is not disclosed inappropriately.

We may also use general incident information (depersonalised) to support community safety messages.

Information collected via the IRS is shared with other Government Departments and academics. Data are only shared for research and statistical purposes, with data sharing agreements in place for personal data to ensure the data share complies with data privacy legislation.

Reports of controlled burning are captured to prevent incorrect mobilising of resources. As a service of Cornwall Council we are required to notify another council service, Environmental Health who in turn work in accordance with the Environment Agency to ensure the following laws are upheld under the Environmental Protection Act 1990 section 79 and section 33(1)(c) and the Clean Air Act 1993.

## Requesting access to your personal data and your rights

Your personal information belongs to you and you have the right to:

- be informed of how we will process it
- request a copy of what we hold about you and in commonly used electronic format if you wish (if you provided this to us electronically for automated processing, we will return it in the same way)
- have it amended if it's incorrect or incomplete
- have it deleted (where we do not have a legal requirement to retain it)

- withdraw your consent if you no longer wish us to process it
- restrict how we process it
- object to us using it for marketing or research purposes
- object to us using it in relation to a legal task or in the exercise of an official authority
- request that a person reviews an automated decision where it has had an adverse effect on you

You are legally entitled to request access to any information about you that we hold, and a copy using the subject access request. Use the links below to find out more:

[Data Protection web page](#)

[Rights of Access, Rectification and Erasure Request](#)

## Contact details of the Data Protection Officer

If you would like to discuss anything in this privacy notice, please contact:

Data Protection Officer

Address: Data Protection Team,  
Cornwall Council,  
County Hall, Truro, TR1 3AY

Telephone: 01872 326424

Email: [dataprotection@cornwall.gov.uk](mailto:dataprotection@cornwall.gov.uk)

## Further information

If you have concerns about the use of your personal data, the Information Commissioners Office is an independent body set up to uphold information rights in the UK. They can be contacted through their website: [www.ico.org.uk](http://www.ico.org.uk) or their helpline on 0303 123 1113, or in writing to:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

For more information about your rights:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

To complain to the Information Commissioner's Office:

<https://ico.org.uk/concerns/>

If you would like to know more about Resilient Cornwall, including Cornwall Fire & Rescue Service, the information we hold about you and how we handle that information and keep it safe:

[www.cornwall.gov.uk/fire](http://www.cornwall.gov.uk/fire)

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>