

# Privacy Notice



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

## Home Fire Safety/Living Safe and Well Visits

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

- Personal identifiable data – name and address, email, telephone numbers, date of birth (with consent when a referral is required) e.g. GP falls referrals
- Data relating to age ranges, living alone, disability, lone parents, these will be used to prioritise our visits
- Fire Safety Related information such as the record of devices existing and fitted i.e. smoke alarms

### Why we collect and use this information

The information we collect during the visit will be used;

- To provide appropriate services to protect your safety or the safety of others.
- To record and evaluate outcomes of the activities the Fire Service have provided into our internal database, including any referral information.
- For statistical purposes to analyse activity, identify any trends and provide anonymised statistics to the Home Office on the total amount of visits that have been undertaken.

The information we collect is needed to enable us to visit you (e.g. your address), identify and prioritise the visit and to then carry out the purpose of the visit (providing advice).

The visit takes place, upon request, and the information that is collected is used by us to provide the requested service and to meet our obligations under the Fire and Rescue Services Act 2004. These obligations include promoting fire safety, reducing yours and others risks from fire, providing advice on actions to take in the event of a fire, safeguarding our community by improving yours and others safety and providing support to improve your health and wellbeing. The use of personal information is necessary to meet our obligations under the Act (exercising official authority vested in us as a controller).

If we want to refer you to another agency we will ask for consent to do so and inform you of the information that will be passed and the reason. No information will be shared unless we have consent (except where it is a safeguarding issue).

Prior to the visit, we will have your name and contact details which will have been given to us directly by you or via a referral (with consent to pass the information). We use your name and contact details to arrange the visit. Where you have completed a pre-visit questionnaire, this information is used to determine the priority of the visit.

The visit will be undertaken by either operational personnel or one of our Community Safety Officers.

During the visit we will ask fire safety related questions and additional health and wellbeing questions if it's a Living Safe and Well visit.

The Living Safe and Well visit includes questions and observations around:

- Fire Safety:
  - Fire detection
  - Escape plans
  - Hard of Hearing alarm requirements
  
- Health and wellbeing:
  - Smoking cessation
  - Drugs/Alcohol
  - Slips, trips and falls
  - Healthy eating
  - Winter wellbeing
  - Loneliness/Social isolation

This helps us assess risk and provide the necessary advice and support.

We will make a record of your responses, and document anything we've seen that relates to the questions and the purpose of the visit. We will also keep a record of referrals made with the individual consent.

## **The lawful basis on which we use this information**

Under the Fire & Rescue Services Act 2004 (Legal obligation Article 6.1(e)), Cornwall Fire and Rescue Service have obligations to include promoting fire safety, reducing yours and others risks from fire, providing advice on actions to take in the event of a fire, safeguarding our community by improving yours and others safety and providing support to improve your health and wellbeing ([Fire and Rescue Services Act 2004](#)).

If we want to refer you to another agency we will ask for consent (Article 6.1 (a)) to do so and inform you of the information that will be passed and the reason. There are occasions where your personal information can be shared without us asking you; if we have a legal duty or power to share information with other statutory bodies from statute or from the common law when the public good is considered to be of greater importance than personal confidentiality.

## **Collecting this information**

Any personal information obtained for this process will be provided by the individual themselves. Any written correspondence that is sent in relation to prevention activities will signpost to the addressee where they can obtain a copy of this privacy notice and related policies.

## **Storing this information**

Any personal information will be held electronically against the premises ID on our Community Fire Risk Management Information System. The retention of this data will be dictated by the reason for its use, such as Home Fire Safety Visits inspections for up to 10 years (in line with good practice), or once the information is no longer relevant for purpose.

Any personal information held in emails, letters or other paper files will be scanned into the above system against the premises ID and paper copy securely shredded. All

information security controls, document retention and practices are as per the associated Cornwall Fire, Rescue and Community Safety Service policies.

## Who we share this information with and why

Your information will be stored on an internal system and will be used by staff who require it to undertake their role, in order to carry out the visit, progress outcomes from the visit and administer and evaluate the service, where appropriate, including our safeguarding team.

If we make a referral your information will be shared. Protecting your personal information is vital to us, so appropriate security measures are in place to ensure it is shared securely and we only share what's necessary to meet the purpose of the referral following consent from the individual. For example, we would send it via secure email or in an encrypted format and only provide the referral agency with the information that they require to undertake their service and not all the information we have collected and are storing to meet our obligations.

In the majority of cases we will not disclose (pass on) your personal information without your agreement and you will be informed at the time of the referral. Our current referral pathways which could be offered during the visit, dependant on our findings, are:

Agency	Services available
Cornwall Fire, Rescue and Community Safety Prevention team	Hard of hearing alarms Vibrating pads and strobe lighting Fire resistant bedding/nightwear
DIAL Cornwall	Independent living and equipment Health and wellbeing Social and leisure opportunities Training, volunteering and employment Rights and discrimination Housing and home environment Money and welfare entitlements
Cornwall Council Access Team	Assisted Living For Independence ALFI – telecare Social isolation Care services Falls prevention equipment Handy person scheme Safeguarding Self-neglect Hoarding Debt management Sensory loss Lifeline
Healthy Cornwall	Stopping smoking Health weight Getting active
Age UK Cornwall	Social isolation Information and advice
GP Falls Referral	Falls prevention/assessments

Community Energy Plus (free services)	Independent energy advice Tariff advice and switching Advocacy support Home visits Grants for heating and Insulation Energy debt assistance
Addaction	Alcohol and drug advice

There are occasions where your personal information can be shared without us asking you; if we have a legal duty or power to share information with other statutory bodies from statute or from the common law when the public good is considered to be of greater importance than personal confidentiality. Decisions will be made on a case by case basis.

Examples of this would be:

- Disclosure is required by law (e.g. under an Act of Parliament creating a Statutory duty to disclose or a court order);
- For the detection, prevention and prosecution of crime or the apprehension of offenders;
- Where your safety or the safety of others is at risk or in cases of abuse or neglect and we feel the making of a safeguarding referral to Adult or Children’s Services is appropriate.

## 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>