

# Privacy Notice



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

## Text Message Service

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

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The information we collect includes:

- Name
- Contact details

### Why we collect and use this information

To ensure the individual is able to receive CFRS communication updates.  
The lawful basis on which we use this information. Our lawful reason to use this personal information is that it is necessary to ensure the health, safety and wellbeing of the individual.

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

Article 6(1)(b) - you have a contract with the individual and you need to process their personal data to comply with your obligations under the contract.

### Collecting this information

Cornwall Fire and Rescue Service will be data controller for the contact information you provide (via the Microsoft form) and we will process on the basis of (your) consent in providing it to us to receive messages. In order to send you the messages, the contact details you provide will be processed by the Government Digital Service (GDS), who operate the GOV.UK Notify messaging system. Your contact details will not otherwise be shared outside of Cornwall Fire and Rescue Service.

### Storing this information

Any personal information will be held electronically in a secure folder, which only the service's approved Notify messaging system users can access. The retention of this data will be until the staff member leaves the organisation or data will be held for seven years before being refreshed. Once the information is no longer relevant for the purpose, the information will be deleted. Any personal information held in Microsoft forms will be deleted once the information has been inputted into the secure folder.

## Who we share this information with and why

- The information is shared with GOV.UK Notify messaging system each time to send the message, personal data is held on the GOV.UK Notify site for 7 days.

## 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

## Your rights

You are legally entitled to request access to any information about you that we hold, and a copy using the subject access request. To access this please go to:

Webpage: <http://www.cornwall.gov.uk/council-and-democracy/data-protection-and-freedom-of-information/data-protection-act-1998/>

SAR Form: <http://www.cornwall.gov.uk/media/23250703/sar-form.pdf>

## 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 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>