

Lancashire Fire & Rescue Service

Privacy Notice – Emergency Calls and Incident Information

This privacy notice is designed to help you understand how and why your information is processed during an emergency call and also during / after the fire service has attend an incident.

Are calls recorded and do you have the callers' number?

Lancashire Fire & Rescue Service does not operate its own fire control; we are part of North West Fire Control (NWFC) which is based in Warrington. All calls that are made in and out of Fire Control are recorded, including 999 calls.

They are recorded so that they can be played back if clarification is needed and are sometimes used as evidence in court cases. No warning is given that the calls are recorded at the time of making the call as this would obviously cause delay in an emergency situation.

When you call 999 it is vital that your number is recorded by fire control, so that we can contact you again, if we need further information from you during the incident or for the purposes of fire investigation.

Even if you have barred the 'calling line identity' facility, your telephone number will be displayed to the telephone exchange operator. This is a safety feature to enable us to ascertain an approximate location of the emergency.

You can view NWFCs own privacy notice [here](#).

Why do you need to process my information and how will you use it?

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 that is likely to be collected during a 999 call or at an incident includes;

- 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
- Age and gender of the person who's actions caused the fire / incident to occur (for incident reduction targeting purposes).

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 your details and information are collected 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 service. We may collect medical information to support the ambulance service in providing care to you, in order to protect your vital interests.

The 999 call is directed to NWFC, and the caller is asked numerous questions regarding the incident.

Information collected, such as the address where the emergency is, what is on fire, or what other emergency you have, to enable the control operator to decide what the appropriate response will be, for example, how many fire engines we will send.

Other valuable information can then be gathered from the caller which will be passed on to the operational crew while they are on 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?

The control operator 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. Also the caller's name would also be asked if they were the one trapped by fire or involved in another incident.

If we reasonably believe a fire is about to 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 our Incident Recording System. The information is recorded against an incident number not an individual's name.

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 and auditors.

We will also use your information for the following purposes:

- research
- statistical analysis
- incident reduction targeting
- informing community safety initiatives
- incident reporting

The link below will take you to a spreadsheet that shows the type of information which is included within the system and the statistics that are published from the data

[Click here](#) and navigate to Requests for Incident Information.

Lawful basis for processing

Your information is processed to meet the requirements of Fire & Rescue Services Act 2004, Lancashire Fire and Rescue Service has 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.

Some of the Information collected about Incidents is classed as Special Categories of Data as it is more sensitive than other forms of personal data. In order to process Special Categories of Data we must have a lawful basis under Article 6 and a separate condition under Article 9 of the GDPR.

General Data Protection Regulation

The condition for processing under the GDPR will be:

- **Article 6(1)(c) of the GDPR**, the processing is necessary for the compliance with any legal obligation to which the controller is subject.
- **Article 6(1)(e) of the GDPR**, the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority invested in the controller.
- **Article 9(2)(c) of the GDPR**, the processing is necessary to protect the vital interests of the data subject or another person.
- **Article 9(2)(j) of the GDPR**, the processing is necessary for archiving in the public interest, scientific or historical research, or statistical purposes.
- **And Schedule 1 part 1(4)(a) of the DPA2018** which relates to processing for archiving, scientific or historical research or statistical purposes; and (c) processing is in the public interest.
- **And Schedule 1 part 2(6)(1)(b) of the DPA2018**, the processing is necessary for reasons of substantial public interest.
- **And Schedule 1 part 2(6)(2)(a) of the DPA2018**, to exercise a function conferred on a person by an enactment or rule of law; and (b) the exercise of a function of the crown, a minister of the crown or a government department.

Automated decision making, including profiling

When Lancashire Fire and Rescue Service process your information, we will not process your data to make a decision by wholly automated means.

Who will have access to the information?

The information gathered during the incident is stored on the Control mobilising systems at NWFC, with access restricted to those who need it to perform their role at both NWFC and Lancashire Fire and Rescue Service.

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. To view the Home Office's Privacy Notice [click here](#).

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.

How long will you keep hold of my information?

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

- Call recordings for current year plus six years.
- Incident data on the mobilising system and back-ups are currently held indefinitely.
- Information on the Incident Recording System is held indefinitely to allow both the Lancashire Fire and Rescue Service and the Home Office to perform useful longer term trend analysis into the drivers of change.

Information about fire investigation is included within that specific privacy notice.

Is there anything else I need to know when it comes to my personal information?

To find out more about the rights you have when it comes to your personal information or who you can contact to discuss it further, please see below.

Your Rights

In certain circumstances the Data Protection Act 2018 will provide you with various rights regarding your personal information, such as the right to;

- Request sight of the information that we are holding on you
- Request the rectification of any inaccurate personal data
- Request erasure of personal data
- Request restriction of processing
- Object to the processing of your data
- Data portability
- Lodge a complaint with the Information Commissioner's Office
- Request to withdraw consent where the processing is based on consent

To find out more about your rights [click here](#).

Contact Us

If you have any concerns or would like to discuss how we use your information, please contact the Knowledge and Information Officer via:

Knowledge and Information Officer (Info Governance)
Service Development Department
Lancashire Fire and Rescue Service
Fire Service HQ
Garstang Road
Fulwood
Preston
PR2 3LH
Email: infogov@lancsfirerescue.org.uk
Telephone: 01772 866907

You can also contact the Information Commissioner's Office for further guidance or to lodge a complaint at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.org.uk
Telephone: 0303 123 1113