

Lancashire Fire and Rescue Service

Privacy Notice - Safe and Well Visits

If you have decided that you would like Lancashire Fire and Rescue Service (LFRS) to undertake a Safe and Well visit it is important that you understand how your personal information will be collected and used and what rights you have when it comes to your information.

Why do you need to process my information?

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

The visit takes place, upon request with consent, and the information that is collected is utilised by LFRS - 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.

Therefore, the use of personal information is necessary to meet our obligations under the Act (exercising official authority vested in us as a controller) and for the more sensitive data, such as health information the use is necessary for reasons of substantial public interest in meeting our core functions.

Lawful basis for processing

We need your information to carry out our statutory duties under the Fire and Rescue Services Act 2004.

Some of the Information collected about people 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)(a) of the GDPR**, the data subject has given consent to the processor of his or her personal data for one or more specific purposes.
- **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)(g) of the GDPR**, the processing is necessary for the performance of a task carried out in the public interest.
- **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.

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.

How will my information be used?

We will have your name and contact details which will have been given to us directly by you or via a partnership referral, for example from a family member, carer or agency which may be working with you e.g. Independent Domestic Abuse Services, Age UK, Social Services, etc.

We will use your name and contact details to contact you to determine what level of service that you require from LFRS and potentially arrange a convenient time to visit.

Should a visit be required, this will be undertaken by either Operational personnel or a Community Safety Advisor.

During the visit we will ask fire safety related questions and additional health and wellbeing questions

The Safe and Well visit includes questions and observations around;

- Smoking
- Slips, trips and falls
- Wellbeing
- Social isolation
- Hard of hearing/Deaf alarm requirements
- Home Security
- Diabetes
- Mental Health, including dementia
- Fire Safety
- Healthy Homes

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

We will make a record of your responses, and document anything that we have seen that relates to the questions and the purpose of the visit. We will also keep a record of referrals made and the reasons why.

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 that LFRS have provided as a result of a visit into the internal database, including any referral information.
- For statistical purposes to analyse activity, identify any trends and provide anonymised statistics to the Home Office in relation to the total amount of Safe and Well visits that have been undertaken.

To see the Home Office statistics [click here](#).

Who will have access to the information?

Your information will be stored on an internal system and will be used by LFRS 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.

An outcome of the visit could be that control room personnel and/or operational personnel would benefit from having access - to information collected on the visit, this will assist in providing an effective emergency response. In these circumstances, they would have access to an address and a note against that address, such as: 22 Cherry Lane – mobility issues.

If we make a referral to a partner agency 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 is necessary to meet the purpose of the referral. For example, we would send –the information via secure email or in an encrypted format only providing the referral agency with selected information that they require to undertake their service.

In the majority of cases we will not disclose (pass on) your personal information without your consent at the time of the referral.

Example of referrals which could be offered during the visit, dependant on LFRS findings is:

- Lancashire County Council to access a range of health information and resources to help you stay healthy.
- Age UK, so that you can access information on age-related health conditions, tips and advice on staying fit and health as well as information on dealing with health services and leaving hospitals.

There are occasions where your personal information can be shared without LFRS asking you; LFRS 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 LFRS feel that a safeguarding referral to Adult or Children's Services is appropriate.

Please note that Lancashire Fire and Rescue Service will not sell or rent your personally identifiable information to anyone.

How long will you keep hold of my information?

The fire safety related information collected from the visit will be kept for up to seven years.

If LFRS are destroying hard copy information, a third party securely disposes of this information on our behalf. The third party cannot do anything with your personal information as they are providing a service for LFRS and work under instruction. The company that LFRS use is a member of the National Association for Information Destruction, adhering to the stringent security practices and procedures established by the National Association for Information Destruction.

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

To find out more about the rights that you have in relation to your personal information and/or contact details to discuss the matter 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

Changes to this privacy notice

We keep this privacy notice under regular review. It will be reviewed at least once every three years and if appropriate, amended to maintain its relevance with changes to legislation and best practice guidance.

Changes to this privacy notice	
Last updated:	14 October 2021
Next review:	14 October 2024