



AVON
FIRE & RESCUE

www.avonfire.gov.uk

What we do with your information

Data protection 2019

Avon Fire & Rescue Service is committed to serving the local community, ensuring a safer place for people to live, work or visit.

We deliver services to help prevent fires and other incidents, to protect people and properties and to respond to incidents. To make sure we are providing effective services, we need information about the people we deliver services to, the premises we visit, our staff and the hazards they may face through their work.

By law, there are certain activities which require us to collect and process personal information and details about premises.

These include:

- **Providing fire and emergency services (Fire and Rescue Services Act 2004)**
- **Enforcing fire safety (Regulatory Reform (Fire Safety) Order 2005) and**
- **Managing our staff under current employment law.**

How we use your information

Avon Fire Authority (operationally known as 'Avon Fire & Rescue Service') is the Data Controller and is therefore responsible for controlling how your data is used.

What information we collect and how we use it, depends on which of our services you have used.

For example, we may use your information to:

- **Attend incidents**
- **Investigate the cause of fires**
- **Ensure we use the best resources to deal with emergencies**
- **Deal with queries, complaints and compliments**
- **Provide fire safety services to keep you and others safe**
- **Record and evaluate our work**
- **Make sure we meet our statutory functions**
- **Familiarise crews with property risk information**
- **Improve safety and support the development of our staff.**



Keeping your information safe

Our aim is not to be intrusive, and we won't ask irrelevant or unnecessary questions. The information you provide will be subject to rigorous physical, electronic and administrative security measures to make sure it can't be seen, accessed or disclosed to anyone who shouldn't see it. We protect against unlawful processing, accidental loss, destruction and damage both on and off line.

Sharing your information

We have a responsibility to promote social wellbeing and prevent harm. We work with other authorities, agencies and partners to ensure you receive relevant services. This may include councils, police, other emergency services, voluntary services, social services, health services, insurance services and statutory bodies.

You are entitled to request that we don't share your information, however we can sometimes be required by law to pass it on.

Would you like to know more?

If you would like more information about:

- **The information we hold about you**
- **How we handle that data**
- **How you can request to exercise your rights (such as access to your data), or**
- **If you no longer wish for us keep or share your information**

Please get in touch or view the website.

www.avonfire.gov.uk/guide-to-published-information/data-protection/an-individual-s-rights-regarding-their-personal-information

For further information about Data Protection:

www.avonfire.gov.uk/guide-to-published-information/data-protection

Our full Privacy Notices:

www.avonfire.gov.uk/privacy



Contact us

If you are not happy about the way we handle your personal information, you have the right to complain to the Data Protection Officer. You may also contact them for further information.

Write: Data Protection Officer, Avon Fire & Rescue Service,
Police and Fire Headquarters, PO Box 37, Valley Road,
Portishead, Bristol, BS20 8JJ

Call: 0117 926 2061

Email: FOI-DP@avonfire.gov.uk