



Privacy Notice: Home Safety Checks (HSCs) / Safe and Well Visits

This privacy notice is designed to help you understand how and why your information is processed during a Home Safety Check (HSC) or Safe and Well visit.

Why do you need to process my information?

The information we collect is needed to enable us to visit you (e.g. at your residential address) and to then carry out the purpose of the visit (providing fire safety advice and fitting smoke alarms where required).

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 (FRS) 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.

The personal information we are likely to collect during a HSC or Safe and Well visit:

- Full name of occupier and residential address of the property to be visited;
- Phone number of the occupier;
- Date of birth of occupier;
- Age range and gender of other occupants;
- Information related to medical conditions that may indicate increased fire risk and help identify if special preventative equipment is needed.

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

- Slips, trips and falls;
- Wellbeing;
- Any lifestyle issues that might impact on personal safety
- Crime prevention.

How will my information be used?

The visit will be undertaken by SYFR staff or one of our partners and is taking place as a result of a referral from another agency, a request from yourself or a family member, or as a result of an incident in your area, after which all residents will be offered this service. Alternatively you may be on SYFR's target address list which uses our community risk model to identify properties whose occupants may be at greater risk from an accidental dwelling fire. This helps us assess risk and provide the necessary advice and support.

We will make a record of your responses, and document anything we have seen that relates to the questions and the purpose of the visit. We will also keep a record of referrals made to other agencies 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 services SYFR has provided;
- To analyse activity, identify any trends and provide anonymised statistics to the Government on the total amount of visits that have been undertaken;
- To analyse fire risk and undertake anonymised risk profiling.

We may also use general information (depersonalised) to support community safety messages.

Who will have access to the information?

Your information will be securely stored on an internal system and will be accessed and used by staff who require it to undertake their role, i.e. to carry out the visit, progress outcomes from the visit, and administer and evaluate the service.

An outcome of the visit could be that SYFR Control Room personnel and operational crews would benefit from having access to certain information to provide an effective emergency response. In these circumstances they would have access to an address and a note against that address, such as: 22 High Street – oxygen cylinder.

Protecting your personal information is vital to us so, if we make a referral to a partner agency, appropriate security measures are in place to ensure it is shared securely, and we will only share the minimum amount of information necessary to meet the purpose of the referral.

In the majority of cases we will not share your personal information without your agreement and you will be informed at the time of the referral, and asked to provide your consent to do so.

Example of referrals which could be offered during the visit, dependant on our findings, are:

- Local Authority falls prevention teams who can support individuals in preventing falls in and around the home;
- Trading Standards, to safeguard you as a consumer, and support legitimate trade;
- South Yorkshire Police to provide advice and support to those who have concerns involving crime, anti-social behaviour, and vulnerability;
- Local Authority Social Services who can offer support to individuals across a range of areas, including safeguarding.

There are occasions where your personal information can be shared without us asking you, for instance if we have a legal duty or power to share information with other statutory bodies when the public good is considered to be of greater importance than personal confidentiality, and where your safety or the safety of others is at risk. Decisions in these instances will be made on a case-by-case basis.

How long will you keep hold of my information?

The information held in our electronic database relating to HSCs and Safe and Well visits will be kept for as long as is necessary for SYFR to fulfil its obligations under the FRS Act 2004, to promote fire safety and reduce the risk from fire to the community. This will usually be for the year of the visit and an additional 7 years. After this time, any personal information will be deleted and the remaining anonymised details will be kept for research purposes for up to 10 years.

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 our full Privacy Policy, available under 'Your Information' on our website.