



Privacy Notice: Website and Social Media

This privacy notice is designed to help you understand how and why your information is processed when you submit a request via our website or contact us through Social Media.

We do publish incident information onto our website and social media sites; however we do not disclose any personal information.

Why do you need to process my information?

If you choose to contact us by the use of a website form or through social media, your information is then used to either meet a regulatory requirement or for legitimate purposes of managing and dealing with your request.

Website Forms and Use

When you submit a form to us we request certain information to enable us to deal with your request and provide a response where necessary. The majority of the information we ask for on a form is voluntary, information which is compulsory is clearly marked with an asterisks* and is required for us to deliver the required service. If you do not provide the information we may not be able to deal with your enquiry or provide you with a response.

The table below describes why your information is collected and used for each website form.

Form	Information Required
Home Safety Check pre-assessment	Required to meet our obligations, e.g. we need name and address to contact you to make arrangements to conduct the visit.
Registration of interest	Required to provide information to interested persons about forthcoming recruitment opportunities.
General Enquiry	Required to enable the most relevant team to respond to your enquiry.

On the 25 May 2011 amendments were made to The Privacy and Electronic Communications Regulations 2003, which require businesses and organisations running websites in the UK, to get consent from visitors to their website in order to store cookies on users' computers.

Information about the cookies collected on our website and how to block them can be found [here](#).

Social Media

If you contact us via social media (Facebook, LinkedIn or Twitter), we can see your registered name as this is part of the functionality of the social media site.

Third Party Websites

Our website contains links to other websites but we are not responsible for the privacy policies or practices of third party websites.

How will you use my information?

Website Forms

When you submit a website form, it automatically goes to the team responsible for dealing with that enquiry. For some forms, submissions are logged so the team can manage it in line with Service policy and procedure. For example, we would keep a copy of a FOI request and our response to demonstrate compliance with the applicable legislation.

There are some forms where we do not store your personal information, such as compliments, but the compliment you provide is shared with attending crews, for example.

We do not collect IP addresses on form submissions.

Social Media

If you contact us via Twitter either through direct message or by mentioning us in a tweet, we will use your Twitter handle in order to reply to you.

If you send us a private message through Facebook, we will use your information to provide a response.

There is no private message facility for contacting business pages on LinkedIn.

Who will have access to the information?

Website Forms

Our website host has access to all form submissions for a period of three months. This is just to allow them to administer the website and for contingency purposes if the email system fails.

Our website host processes your information on our behalf and are unable to do anything with your personal information unless we instruct them to do so. They will hold it securely and not share your personal information with any organisation apart from us.

The responsible team will also have access to the information you have provided on the form and may pass it to other staff members who are responsible for delivering the required service.

Social Media

Our communications team have access to our corporate Twitter account. These people are able to see direct messages or tweets where South Yorkshire Fire and Rescue have been tagged. Sometimes our communications team will pass your request onto another team for an answer.

Other Twitter users will be able to see our response to you and therefore your Twitter handle. This is in line with the functionality of Twitter.

Our communications team have access to our corporate Facebook account. If you send us a private message these people are able to see them and respond accordingly. If you publically write on our wall or comment on a post other Facebook users will be able to see this and our response.

Some fire stations also have their own business pages. Two people at each fire station administer these pages. If you send those pages a private message these people are able to see them and respond accordingly. If you publically write on the page wall or comment on a post other Facebook users will be able to see this and our response.

Our communication team have access to our corporate LinkedIn account. If you post a comment on our business page other users will be able to see this and our response.

We advise social media users to familiarise themselves with the privacy settings and information provided by those organisations.

Information about Twitter privacy can be found on their website <https://twitter.com/en/privacy>.

Information about Facebook privacy can be found on their website <https://www.facebook.com/about/privacy>.

Information about LinkedIn privacy can be found on their website <https://www.linkedin.com/legal/privacy-policy>.

How long will you keep hold of my information?

Website Forms

Information submitted via a form on the website is deleted after three months. Email copies and logs are kept by the relevant team for as long as is required to meet the intended purpose, e.g. to deliver a home fire safety visit.

Social Media

We do not keep a log of enquiries and posts made through social media, however if you make a complaint this may be logged in line with our Complaints policy and procedure, to investigate and provide a response.

If you mention us in a tweet you are able to delete this yourself, if you direct message us, as an individual, we will delete the conversation after three months from the last communication. We will keep communication from other organisations indefinitely.

If you direct message us on Facebook we will delete the messages after a period of three months, posts made to our wall are not deleted (unless they breach our management of the page) by the Service but you have the ability to delete or edit your own posts.

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.