



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

At South Yorkshire Fire and Rescue (SYFR) we are committed to protecting and respecting your privacy. 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.

SYFR is a registered Data Controller with the Information Commissioner and you are welcome to contact our Data Protection Officer by emailing dataprotection@syfire.gov.uk, by calling 0114 2532456 or by writing to Data Protection Officer, South Yorkshire Fire and Rescue, 197 Eyre Street, Sheffield, S1 3FG

Who our department are and what we do

Our team are here to serve the communities of South Yorkshire, helping them keep safe and well.

What type of information will we collect from you?

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.

Why do we need your personal information?

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

How we will collect your personal information?

We collect your information on the phone, via our internet or in person when we carry out our visits

Our legal basis for processing your information

Processing this information is compliant with:

UK GDPR Article 6(1)(a) Consent - The visit takes place upon request

UK GDPR Article 6(1)(f) Legitimate interests pursued by the service which means we need to process this information to fulfil 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.

UK GDPR Article 9(2)(a) Explicit Consent - The visit takes place upon request
UK GDPR Article 9(2)(i) Public Interest

Who will have access to my 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.

Why we may need to share your information:

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.

We will not pass on your information to third parties without first obtaining your consent, unless the law and/or our policies allow us to do so for example, in the following circumstances:

- The law states that we can
- There is a risk of serious harm or threat to life
- We are directed by a court of law
 - . Decisions in these instances will be made on a case-by-case basis

How will my information be used?

Your information will be used to contact you to arrange a visit if you would like one. 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;
- Anonymised information will be used 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.

How long will your information be kept?

SYFR will collect, process and retain your information in accordance with data protection legislation and our policies on data retention – this varies according to statutory requirements, good practice and other legitimate business reasons. In this case 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.

What will happen if you fail to provide this information?

Our services are free to those who would like them. To carry out our visits we will need certain information so without knowing, for example, your address, we would not be able to carry out our visits.

How to access and control your personal information

SYFR have a Data Protection framework in place to ensure the effective and secure processing of your information. For details on how we maintain the security of this and your rights to access the information we hold about you, please refer to our website at www.syfire.gov.uk.

You can find out more about your personal data rights at the Information Commissioners Office Website, or contact them on 0303 123 1113 or by post at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.