

This privacy notice tells you:

- What information County Durham and Darlington Fire and Rescue Service are collecting about you .
- Why we have collected it.
- How it will be used.

You can find out about your rights and how we will protect your data in our “Universal Privacy Notice” which can be found on our website.

Information Asset Owner – Head of Emergency Response

Information collection area – Emergency Response

Responding to 999 Calls, Fire Fighting, Road Traffic Collisions and Other Emergencies

How we collect the information about you

Most of our information comes directly from you, but some may be collected automatically by our incident management systems such as the phone number you are calling from and the location.

Why we are collecting your information

County Durham and Darlington Fire and Rescue Service have a statutory duty to extinguish fires and protect life and property in the event of fire, together with securing personnel, services and equipment necessary to efficiently meet all normal requirements.

We also have a responsibility to attend other emergencies such as road traffic collisions and other emergencies where it is necessary to rescue people and protect people from serious harm.

What information is being collected?

The information we are processing falls into the following categories of:

Personal data

- Contact Information/personal information
- Location details
- Personal features
- Descriptive data

Special categories of data

- Health and Medical

Under normal circumstances the personal information we collect during a 999 call or at an incident includes, but is not limited to:

- Caller's telephone number and name where required
- The address of the incident, which may be the address of your property
- Injured parties name, injuries, details of any medical support given, age and gender
- We may need to collect and use sensitive information, such as health details, where this is necessary to meet our obligations.

All calls, including 999 calls that are made in and out of our control room are recorded.

They are recorded so that they can be played back if clarification is needed and are sometimes used as evidence in legal proceedings.

No warning is given that the calls are recorded at the time of making the call as this would cause delay in an emergency situation.

How we will use your information

We require this information in order to manage our responses to fire, road traffic collisions and other incidents.

Sometimes it is a legal requirement or in the interest of public safety to share information with other organisations such as the Police, NHS or social services. We may also share your personal information when there is a justifiable public safety and security reason.

Examples are:

- For the investigation, detection and prevention of crime or if we are required to do so by law
- Helping the police and relevant authorities to identify trends and issues relating to fires
- If there are serious risks to the public, our staff or other professionals
- To protect children or vulnerable adults.

Data subject category

Members of the public

Legal basis for the processing

In this case we process your data to enable us to fulfil our legal function, under the Fire and Rescue Services Act (2004), of providing emergency response to fire incidents, road traffic collisions, and other emergencies requiring an emergency response including rescues.

Who we share your information with?

To deliver our services effectively we may disclose personal data to a wide variety of recipients. This may include:

- Police
- Health Service
- To other bodies or individuals where it is necessary to prevent harm to individuals

We may also disclose personal data on:

- a case-by-case basis using the personal data appropriate for a specific purpose and circumstances, and with necessary controls in place.
- a discretionary basis for the purpose of, and in connection with, any legal proceedings or for obtaining legal advice.

How long we hold your information for?

We will only retain your personal information for as long as it is necessary to fulfil the purposes, we collected it for, but as a minimum for five years. This period will include our needs in satisfying any legal, accounting, or reporting requirements.

We may retain information about you beyond the time when it is necessary of the purpose, we collected it for, if that information is necessary for research and statistics or if the information should become part of our records archive serving the public interest.

More information

If you require more information, please contact our Data Protection Officer using the following email address:

dpo@ddfir.gov.uk