

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 on 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
Safe and Well Checks	We are required to advise on personal safety so we may need your name and address to contact you to make arrangements and to conduct the visit
Freedom of Information (FOI) Request Form Environmental Information Regulations (EIR) Request Form	Required to meet Freedom of Information (FOI) Act and/or Environmental Information Regulations. For example we require a name under the FOI Act
Retained (on call) Firefighter Recruitment Assistance Form	Required to enable us to answer your questions about becoming a retained firefighter and be able to respond to you
Complaints	Required to enable us to investigate and manage complaints and to provide a response
Compliments	Required to enable us to deliver positive feedback to our staff

Complaints about fire safety standards	Required to meet our obligations and provide a response if requested
Press Registration Form	Required to enable us to provide you with press releases
Ask us a question	Required to enable us to deal with your questions and provide a response
Organising a public event	Required to meet our obligations so we are able to offer advice, attendance and manage emergency calls relating to the event
Website Feedback Form	Required to allow us to improve our website and to provide a response if requested
Business Safety Seminar Book a place	Required for us to book you on to a business safety seminar
Business Safety Seminar Register Interest	Required so we can contact you with details of any future business safety seminars
Fire Safety Audit Survey	Required to get feedback to enable us to improve our service

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.

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 [click here](#).

Who can I contact about my personal information?

You can contact our Data Protection Officer with regard to any issues related to the processing of your personal information, including exercising any of your rights or making a complaint.

We encourage people to bring to our attention any instances where they think our collection, or use of, information is unfair, misleading or inappropriate.

Data Protection Officer
 Joint Police & Fire Headquarters
 Butterley Hall
 Ripley
 Derbyshire DE5 3RS

Telephone: 01773 305305

Email: dpo@derbys-fire.gov.uk

Right to make a complaint to the Information Commissioner's Office

If you wish to complain about any aspect of the handling of your request, then you should contact our Data Protection Officer at:

Data Protection Officer
Joint Police & Fire Headquarters
Butterley Hall
Ripley
Derbyshire DE5 3RS

Telephone: 01773 305305

Email: dpo@derbys-fire.gov.uk

If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by our Chief Fire Officer/Chief Executive. Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner. Please note that the Information Commissioner will not investigate your case until our internal review process has been completed.

The Information Commissioner's Office (ICO) is the UK's independent body set up to uphold information rights. You have a right to lodge complaints with them.

To find out more about them, visit <https://ico.org.uk/about-the-ico/who-we-are/>
To contact them, either visit their website, dial 0303 123 1113 or 01625 545745 or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

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