



HOME FIRE SAFETY VISIT EVALUATIONS – PRIVACY NOTICE

Last updated: June 2024

The Scottish Fire and Rescue Service (SFRS) is committed to protecting your personal information. The processing of personal data is covered by the General Data Protection Regulation 2018 and Data Protection Act 2018.

This privacy notice explains the information SFRS (“we”) are collecting about you, why we are collecting it and how it will be used.

Process owner: **Prevention, Protection and Preparedness**

This notice relates to the following categories of data subject:

Householders, Partner Organisations and SFRS Personnel conducting visits.

Why are we collecting your information?

The revised Home Fire Safety Visit (HFSV) process aims to build on the current model, incorporate wider health and social care considerations and help enable householders to maintain independence, improve personal resilience and quality of life through early intervention. The emphasis will be on those most at risk across Scotland’s communities, referred by key partner Organisations, providing us with the opportunity to deliver coordinated advice, offer signposting and identify those who might benefit from referral to specialist services.

Its introduction aims to have a positive impact on several outcome related performance measures including the reduction of fire related incidents within

households, number of fire related casualties and a reduction in those being exposed to other forms of unintentional harm, accidents and/or injuries.

As part of the pilot running from 1 July to 23 August, we hope to gauge your views on our improved process and invite you to complete a short questionnaire.

Personal data will also be requested to enable a receipt of response or to enable feedback to any queries received.

We are subject to the provisions of the Freedom of Information (Scotland) Act 2002 and, therefore, we must consider any request made to it under the Act for information relating to responses.

How do we collect the information about you?

Householders can share their views by:

- a telephone interview carried out 1-2 weeks after the visit with us;
- hard copy questionnaire left at the household with a stamped addressed envelope for completion and return to us;
- personnel carrying out the visit may request a brief interview with the householder following the visit;
- a digital QR code will be incorporated into the Home Safety Booklet which is left at your household if you wish to participate via the online questionnaire.

Partners and our personnel will be asked to complete a questionnaire online.

We collect the information directly from you when you complete a questionnaire, either via Citizen Space or on the hardcopy paper format which will be input to Citizen Space. Any paper format will be destroyed once the information is to Citizen Space.

What happens if I do not want my information collected?

All feedback is voluntary and the provision of any personal data is optional, you can still participate; however, we will not be able to acknowledge receipt of your response or to follow up on any queries you may have with omission of your email address.

What information is being collected by us?

For householders, the questionnaire is anonymous.

Categories of personal data:

- Partner Organisation Email address (if applicable and optional);
- Partner Organisation (if applicable and optional);
- Partner Organisation Contact Name (if applicable and optional);
- First part of postcode, e.g. DD11, G12;
- Local authority area;
- IP address (system generated);
- Unique response identifier (system generated);
- Email address (optional).

Special Category (optional):

This data type will never be asked by SFRS personnel.

- Age;
- Sex;
- Sexual Orientation;
- Gender / gender identity;
- Disability;
- Ethnicity;
- Main language;

- Religion or belief;
- Care Experienced.

Legal basis for the processing

Before we process your data, we need a legal basis for doing so. In this case, the basis for processing your personal data is consent. This allows us to determine if our plans are reflective of your expectations so that services can be provided appropriate to your needs.

The system collates IP address information. This is intended to assist us in identifying suspicious responses, such as in the case of automated submissions, duplicate submissions or where inappropriate content has been submitted.

Each participant who submits a response in Citizen Space is given a unique ID for that response. This ID is response specific, not user specific, meaning that every response is given an ID not each respondent. This is designed to track and find formal submissions.

Special categories of personal data are requested to ensure that the evaluation process is fair and inclusive and there is an appropriate level of engagement across protected characteristic groups. The provision of this information is optional, however, if provided, you are giving explicit consent for us to use.

This is covered under the Data Protection Laws below:

For Personal data:

- the data subject has given consent to the processing of his or her Personal Data for one or more specific purposes – Art. 6(1)(a).

For Special Category data:

- the data subject has given explicit consent to the processing of those Personal Data for one or more specified purposes – Art. 9(2)(a).

How the information will be used, stored and retained?

Your views will be given consideration and assist us in our continuous improvement of the HFSV process, accompanied documentation and content.

Responses will be contained in Citizen Space for a period of 6 months with restricted access to designated administrators. For further information in relation to Citizen Space, please view [here](#). For the Citizen Space Privacy Notice, view [here](#).

Any analytical work using your response data will be exported to an Excel spreadsheet and saved to the PP&P secure site with restricted access to the team and retained for 12 months.

Your personal data, such as email address if shared, IP address and unique reference number, will not be saved, as this is not required for analytical purposes.

Who do we share your information with?

By participating, you are agreeing that your comments can be made public in a consultation report that may be published on our website.

We may use your comments within a press release or online (social media or website).

If you are responding as an individual, your responses will remain anonymous; consent may be sought from organisations to share their comments.

For the benefit of our personnel, further information about the anonymity of the survey and how information will be used will be included in various communications methods, including SFRS News articles and iHub articles.

Any reports submitted to SFRS management or published on our communication platforms will be entirely anonymous. This includes redacting any identifying personal information within free text responses.

Automated decision-making?

The information we have collected will not be used to make any automated decisions about you.

Requesting access to your personal data and your rights

Under data protection legislation, you have rights regarding your personal data. You have the right to:

- be informed of how we will process it;
- request a copy of what we hold about you;
- have it deleted (where we do not have a legal requirement to retain it);
- have it rectified, restricted;
- object to us using it;
- data portability (in certain circumstances).

Where we are processing data based on your consent, you have the right to withdraw that consent by unsubscribing at any time.

To act on any of the above rights or if you have any concerns about how we are using your personal information, please contact the Information Governance Manager (contact details below).

However, if you are unhappy with the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns directly with the Information Commissioner's Office, Tel. No. 0303 123 1113 or in writing to:

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

For more information about your rights: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>. To complain to the Information Commissioner's Office: <https://ico.org.uk/concerns/>.

We are a Data Controller for personal data. Our details have been registered with the Information Commissioner's Office (ICO) and our register number is Z3555625. The ICO's register can be viewed online at <http://ico.org.uk>.

If you would like to discuss anything in this privacy notice, please contact:

Carol Wade, Information Governance Manager / Data Protection Officer
Email: carol.wade@firescotland.gov.uk

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