



HOME FIRE SAFETY VISIT / ADVICE PACK – PRIVACY NOTICE

Last updated: February 2025

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 have collected it and how it will be used.

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

This notice relates to the following categories of data subject: **Public**

Why are we collecting your information?

If you self-referred or have been referred for the SFRS to consider undertaking a Home Fire Safety Visit (HFSV) or provide appropriate safety advice, it is important that you understand how your personal information will be collected and used and what rights you have when it comes to your information.

The information we collect is needed to enable us to consider visiting you at your home or provide you with a detailed advice pack.

The information that is collected is used by us to provide the requested service and to meet our obligations under the Fire (Scotland) Act 2005. 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.

How we collect the information about you?

The visit or advice will be undertaken by SFRS staff and is provided because of a referral from another agency, a request from yourself or a family member, or because of an incident in your area. This helps us assess risk and provide the necessary advice and support.

A Home Fire Safety (HFS) questionnaire / visit contains questions and observations around:

- Fire safety;
- Wellbeing;
- Any lifestyle issues that might impact on personal safety.

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.

As part of this process, we will request Equality data from you, however this is optional for completion, we collect this information if you choose to complete the Equality questions via a link to Citizen Space.

What information is being collected by us?

Personal Information:

- Full name;
- Address;
- Date of Birth;

- Contact details.

Special Category information:

- Vulnerable risk responses.

The following special category data requested is optional. Any responses you do provide are anonymised by the system during collection.

- Gender / gender identity;
- Disability;
- Ethnicity;
- Trans;
- Conditions or illnesses;
- Sexual Orientation;
- Religion or belief;
- Main language;
- Care Experienced;
- Email address for receipt.

Legal basis for the processing

Before we process your data, we need a legal basis for doing so.

In respect of processing your personal information:

- processing is necessary for compliance with a legal obligation to which the controller is subject – Art 6(1)(c) – Fire (Scotland) Act 2005;
- 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).

In respect of processing your special category information:

- 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?

- To provide appropriate services to protect your safety or the safety of others;
- To record and evaluate outcomes of the services SFRS has provided;
- To analyse activity, identify any trends and provide anonymised statistics to Scottish Government on the total amount of visits that have been undertaken;
- To monitor equality data and identify groups / communities that are underrepresented to ensure all communities have ability to access our Service;
- By submitting your referral, you agree we may contact you to obtain an evaluation of our service delivered.

Where we store your information and who we share your information with?

Your information will be stored on an internal system and will be used by staff who require it to undertake their role, to provide advice, to carry out, if necessary, a visit, progress outcomes from the visit and administer and evaluate the service.

An outcome of a visit could be that SFRS 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 most of cases, we will not share your personal information without your consent, and you will be informed at the time of the referral.

Examples of referrals which could be offered, dependent 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;
- Police Scotland, to provide advice and support to those who have concerns involving crime, anti-social behaviours, vulnerability and safeguarding;
- Local Authority Social Services who can offer support to individuals across a range of areas.

There are occasions where your personal information can be shared without us asking you: if we have a legal duty or power to share information with other statutory bodies, when the public good is of greater importance than personal confidentiality and where your safety or the safety of others is at risk. Decisions will be made on a case-by-case basis.

How long we hold your information for?

Any paper records collected during a HFSV will be securely destroyed once the information has been transferred to our HFSV Application system. The information in the system will be kept for 6 years and up to 10 years when necessary for SFRS to fulfil its obligations under the Fire (Scotland) Act 2005 to promote fire safety and reduce the risk from fire to the community. Anonymised data will be retained for an extended period for use of analysis, statistical reporting and equality monitoring.

Automated decision-making?

The information we have collected may make any automated decisions as responses to set questions will determine which is best appropriate for you in respect of us scheduling a visit or providing an advice pack.

Requesting access to your personal data and your rights

Under data protection legislation, you have many 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 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 Data Protection Officer (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: SFRS.GDPR@firescotland.gov.uk

Review date: February 2026