**Privacy Policy for Safe and Well**

**Organisation Name:** Greater Manchester Combined Authority

**ICO Registration reference** Z5119967

**Customer enquiries Contact Details: -** dataprotection@manchesterfire.gov.uk

**Data Controller:** Greater Manchester Fire and Rescue Service (GMFRS)

GMFRS Headquarters

146 Bolton Road

Swinton

Salford

M27 8US

**Data Protection Officer Details: -** Anne Hopwood (Information and Records Management Lead)

**Safe and Well**

A Safe and Well visit is a home visit form the Fire and Rescue Service. In Greater Manchester we changed the name of our visits from ‘Home Safety Checks’ to ‘Safe and Well visits’ in 2015.The purpose of a Safe and Well visit is to undertake a fire risk assessment, and provide fire safety advice and interventions that meet the needs of everyone in your household and reduce the risk of fire in your home.

Our fire risk assessment takes into account your home environment, your health and abilities and your daily activities and routines. The visits look to help and motivate you to make positive changes which can improve your fire safety and could also benefit your wellbeing.

**Purpose and Legal Basis for Processing Information in this Service**

GMFRS needs to collect, store and transfer your information in order to assess the risk of fire in your home. Fire risk is dependent on the physical environment you live in, your social environment, your health and abilities and your daily routines and behaviours.

We ask everyone participating in a Safe and Well visit the same questions although we do ask for more detail when we uncover a risk. This information is used to assess the risk of fire in your home and your ability to evacuate the building should that be required

We cannot undertake a Safe and Well visit without your consent and as a fire service, we are governed by legislation to provide information to help to reduce the risk of fires. [The Fire and Rescue Services Act 2004 (section 11)](http://www.legislation.gov.uk/ukpga/2004/21/section/11) enables us to provide information to your housing provider, your local Adult or Childcare social care provider or GM Police if we think there is a high risk of illness, injury or death.

Where we think other services or agencies may be able to help you to reduce the risk of fire in your home or support you to make changes to improve your health and wellbeing, we will give you the details so you can contact them or, with your consent, we can make a referral to the relevant service or agency for you. These will always be named services or agencies. We know that issues such as smoking, drug or alcohol use, memory impairment, mobility and mental health all impact on fire risk and on your ability to escape safely in the event of a fire. Therefore it makes sense for us to direct you to services that can help you to address or manage these issues.

You can withdraw consent to the Safe and Well visit at any time before or during the visit by ringing the fire service contact centre on 0800 555 815 or telling the officer who is undertaking the visit.

If you change your mind about a referral to any of our partner services or agencies please ring the Prevention and Protection Administration Team on 0161 608 4040.

Or you can email your Local Community Safety Team as follows: [communitysafetymanagers@manchesterfire.gov.uk](mailto:communitysafetymanagers@manchesterfire.gov.uk)

The Local Community Team will make sure that your referrals are in line with your current consent.

We will keep the information we collect, including any referrals we make and details of any agencies we share your information with securely within our electronic systems.

GMFRS must comply with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 when this has been finalised. Find out more about your rights from the Information Commissioners office at [ico.org.uk](https://ico.org.uk/)

The legal basis for collecting and processing information under GDPR legislation is that

* processing is necessary for compliance with a legal duty or obligation (Article 6.1 (c)), which is ‘The Fire and Rescue Services Act 2004 (Section 6)
* processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller (Article 6.1(e))
* processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law (Article 9.2(b))
* processing is necessary for the purposes of substantial public interest, namely parliamentary, statutory and government purposes (Article 9.2(g))

**How we ensure the security of your data**

GMFRS is committed to making sure the information we collect is secure and we utilise reasonable measures to prevent unauthorised access to your information. We are required to demonstrate that our solutions meet the required levels or personal, procedural, policy, information and technical security. The standards in ISO27001:2013 are applied as a benchmark. We are also certified under the Cyber Essentials (basic) Scheme. GMFRS will only process personal information for the purposes it has been collected or subsequently authorised by the individual.

If we believe your information has been breached we will inform you, fully investigate the breach and take appropriate action. This action may include the involvement of law enforcement and the Information Commissioners Office

**Data Retention**

GMFRS are committed to managing information in line with the needs of our organisation, our partner organisations, UK Government best practice and to fully meet the requirements of current legislation. We keep the information collected during the Safe and Well visit and any subsequent follow up information for 7 years after completion. After this time your information will be securely destroyed and deleted from our systems.

Data can sometimes be disclosed without consent, where, for example, it is required for:

* Protecting the vital interests of the data subject (e.g. release of medical data in an emergency)
* Safeguarding issues (e.g. helping to prevent abuse and neglect)
* The prevention or detection of crime

**The consequences of failure to provide information**

The Safe and Well visit is undertaken with your consent. If you do not provide the most accurate information that you can then we will not be able to fully assess the fire risks within your home.

**How the data subject can exercise the right to object or raise Subject Access Requests**

If you wish to submit a Subject Access Request or exercise any of your rights submit your request in writing to [dataprotection@manchesterfire.gov](mailto:dataprotection@manchesterfire.gov). You may be asked to provide photo ID before we release your information.

**ICO Contact Details**

If you are not satisfied with our response to your request or believe we are not processing your personal data in accordance with the law you can contact the Information Commissioners’ Office.

<https://www.gov.uk/data-protection/make-a-complaint>

Tel: 0303 123 113