

## FAIR PROCESSING AND PRIVACY NOTICE

### VISITOR BOOKS

Our Service Headquarters Reception, Fire Stations and Training Centre

#### Who we are and our contact details

Cambridgeshire Fire and Rescue Service (CFRS) are a Public Authority and the Data Controller for determining the purpose and means of processing your personal data. Personal data means any information about a living individual who could be identified. You can contact us: The Data Protection Officer, Cambridgeshire Fire & Rescue Service, Hinchingsbrooke Cottage, Brampton Road, Huntingdon, Cambs, PE29 2NA. Email: [dpo@cambsfire.gov.uk](mailto:dpo@cambsfire.gov.uk) Telephone: 01480 444500. Or via our Social Media Channels – See our Website Homepage for links.

#### Why we collect your personal data

This Fair Processing and Privacy Notice relates to the personal data that Cambridgeshire Fire and Rescue Service processes about you in relation to information captured in our visitor books to provide a record of attendance at our Service Headquarters (SHQ) building, Fire Stations and Training Centre.

Our primary reasons for processing are for identification and security, Health and Safety, building evacuation or insurance purposes. Processing means the collection, recording, storage, use, sharing, archiving and deletion of your personal data. The categories of individuals include:

- Employees
- Temporary employees including intern and agency volunteers or apprentices
- Partner Authorities
- Suppliers
- Service Providers
- Contractors.

#### The personal data we collect on arrival in our buildings

All visitors are required to sign the visitor book / enter details on the designated tablet located at the reception desk or at point of entry before gaining further access into the building. Visitors are not permitted to advance beyond the reception area prior to entering their details into the visitor book. **For visitors to our SHQ, visitor passes are provided and must be worn throughout the duration of your visit**, they may be inspected by any of our employees. We collect your name and signature, vehicle registration number (required if using our car park), the organisation you represent, the date and time of your attendance. When you sign in you will be allocated a visitors pass and a number that is assigned to your visitors pass.

#### How we use your personal data once captured

We use the visitor book records for the purposes below:

- Enable us to take a 'roll call' in the event of building evacuation to determine if you are safe at the rendezvous assembly point;
- Assist with any Health & Safety event investigation;

- Reducing crime including vandalism and theft, disorder, antisocial behaviour and the fear of crime by helping to provide a safer environment for those people who work in the area and for visitors through deterrence and detection;
- Assist the Police and any other agencies, with the identification, apprehension, and prosecution of offenders where we believe a criminal offence has been committed on our premises;
- Assist with defending spurious third-party liability and insurance claims against the Service and its employees following events occurring on our premises including accident and injury;
- Assist with any complaint or concern that is generated by a member of the public; and
- Assist with any complaint or concern that is generated by a member of the Service;

### **Our lawful basis for processing your personal data**

CFRS has due regard to the Data Protection Act 2018, the UK General Data Protection Regulation (UK GDPR) and any subsequent data protection legislation, the Protection of Freedoms Act 2012 and CFRS also has due regard to the Health and Safety At Work Act 1974. The lawful basis for processing is set out in Article 6 of the GDPR. At least one of these must apply whenever the Service is processing your personal data in our visitor books:

**UK GDPR Article 6(1)(c) Legal obligation:** processing is necessary for compliance with a legal obligation to which the controller is subject; Under the Health & Safety at Work Act 1974 – our responsibilities as a Public Authority and an employer to ensure the safety and wellbeing of its employees and that of others employed and not employed by the service that includes visitors to our buildings.

**UK GDPR Article 6(1)(f) Legitimate interests:** the processing is necessary for our Legitimate interests pursued by the Service which means CFRS need to process this information to fulfil its objectives, we believe it will not adversely affect you and we think you would expect it. It is in CFRS's legitimate interests to protect our buildings, our employees and our visitors from material and non-material harm.

We do not process your Special Category Personal Data (Sensitive personal data) in our visitor books.

### **Storing, securing, and managing the lifecycle of your data**

Your personal data is stored securely in a GDPR compliant visitor book, we take all reasonable steps to prevent the loss, misuse or alteration of your personal information. Current and archived visitor books will be kept in a secure location for a period of 3 years before being securely and permanently disposed of. Access is limited to those who have fair and lawful purpose to do so, this is closely regulated by us.

### **Who we share your personal data with**

Only the people who need to see your personal data that is the entry in our visitor books, will be allowed access to it; this may include Service managers and investigating officers as well as third parties when there is a fair and lawful reason to do so. We will not share your personal data with third party persons outside of CFRS for any other purpose than those stated in this Notice without first obtaining your consent unless we are legally required to do so. We may share your personal data with the Police using a legal data protection exemption to support investigation of crime and the identification, apprehension, and prosecution of offenders.

We may share your personal data with our insurers and legal executives in defence of litigation taken out against us and any claims made. Your individual rights, in general, you have the right to request that CFRS:

- Provides you with details of your personal data held, gives access to you and where appropriate provides you with a copy of your personal information
- Corrects any errors in your personal data we find during our business processes, or are informed of and restrict processing of your personal data until completed
- Considers your objection to the processing of your personal data and depending upon the service and legal basis, stops all or some of that processing. "Processing" means the collecting, storing, amending, disclosing, sharing, archiving and destruction of your data
- Erases your personal information, depending on the service and legal basis deletes all or some of your personal data
- Withdraws your consent for us to further process your personal data, if consent is used by us as the legal basis for the service
- Informs you any of automated decision making, including profiling for the service (Note: Please be advised we do not currently use automated decision making).

Where possible we will try to meet your request, but we may need to retain or process information to comply with a legal duty or our policies and procedures. Data Protection information, requests and concerns, if you would like to exercise your individual rights or discuss anything in this Privacy Notice, please contact our Data Protection Officer (DPO) – See top of page.

If you have concerns about the use of your personal data we encourage you first to contact our DPO, as concerns can often be resolved very quickly. If you remain concerned then the Information Commissioners Office is an independent body set up to uphold information rights in the UK.

They can be contacted through their website: [www.ico.org.uk](http://www.ico.org.uk) or their helpline on 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/fororganisations/guide-to-the-general-data-protectionregulation-gdpr/individualrights/> To complain to the Information Commissioner's Office: <https://ico.org.uk/concerns/>

### **Next Review**

Next review September March 2027