

FAIR PROCESSING AND PRIVACY NOTICE COLLECTING AND USE OF PERSONAL DATA FOR PROTECTION, INSURANCE AND CLAIMS HANDLING PURPOSES

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, Hinchbrooke Cottage, Brampton Road, Huntingdon, Cambs, PE29 2NA. Email: dpo@cambsfire.gov.uk Telephone: 01480 444500. Or via our Social Media Channels – See our Website Homepage for links.

Why we collect and use personal information

We will collect and hold some of your personal information if:

- you make claim against us, or we make a claim against you, which we deal with;
- we make a claim to our protection provider or our insurers which involves you;
- you are a witness to an incident where a claim is made; or
- you have legitimate interest in a claim.

We may collect your personal information directly from you or from other people such as your doctor, legal executive or employer. The types of information we collect and hold This personal information may include but is not limited to your:

- name, address, phone number and email address;
- age and gender;
- medical information, past and current, including medical records and reports;
- disability information, including medical records and reports;
- employment records
- vehicle registration number;
- photograph and/or CCTV/video images of you or your vehicle or property; and
- Your opinions.

Our lawful reasons for collecting and using personal information

There are several legal grounds which can be relied on when processing your personal data under the UK General Data Protection Regulation (GDPR) Article 6. These include:

UK GDPR Article 6 (1) (f) Legitimate Interests: the processing is necessary for the purposes of the legitimate interests pursued by Cambridgeshire Fire and Rescue Service. In this instance, the legitimate interest of Cambridgeshire Fire and Rescue Service is insurance and claims handling purposes including:

- to process a claim
- to defend or bring legal proceedings
- to enable us to make a claim against our protection provider or insurers
- to respond to complaints

UK GDPR Article 6(1)(a) Consent: the data subject has given consent to the processing of his or her personal data for one or more specific purposes.

UK GDPR Article (1)(c) Legal Obligation: for the compliance with a legal obligation (e.g. - UK employers have a legal requirement to comply to legislation such as the Health & Safety at Work Act 1974).

Where we process special category data about you, we rely on the following lawful basis:

UK GDPR Article 9(2)(a) Consent: the data subject has given explicit consent to the processing of those personal data for one or more specified purposes.

UK GDPR Article 9(2)(f) defence of legal claims: processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity

Where consent is given, there must be a clear and specific statement of consent and we must make it clear to the individual what they are giving us their consent to process their sensitive data for and who we may share it with.

You can tell us at any time to stop using that information by withdrawing your consent. You can write to us or email us. If you do tell us to stop using that personal information, this may affect any claim you may have against us.

Who we may share personal information with

We may share appropriate personal information relative to a claim with our protection provider (Fire & Rescue Indemnity Company Limited) and their Managers and our insurers. We may also share your personal information with other people and organisations in connection with a claim, such as our legal and medical advisers and loss adjusters.

Storing, securing, and managing the lifecycle of your data

Your personal information is securely stored at our premises. We keep claims related documents, which may include your personal information, for six years from the date of settlement or closure of the claim, or such other statutory period relevant to the age of the claimant and/or the nature of the injury/industrial disease if longer than seven years. When we no longer need to keep your personal information, we will delete it or destroy it securely.

Your rights

Under the data protection laws, you have legal rights relating to the personal information we hold about you which may include:

- Access – the right to know what personal information we hold relating to you and why, and to receive a copy of it;
- Rectification – the right to have inaccurate information about you corrected;
- Objection – the right to object to us using your personal information, and we would have to stop unless we have a valid reason to continue; and

- Erasure, restriction and portability – in specific circumstances the right to have your personal information deleted, to put limits on what we may do with it or to receive a copy in machine-readable form to take to another organisation.

To ask for a copy of the personal information we hold about you under your right of access or to exercise any of your other rights please write to us: The Data Protection Officer, Cambridgeshire Fire & Rescue Service, Hinchingsbrooke Cottage, Brampton Road, Huntingdon, Cambs, PE29 2NA. Or email us: dpo@cambsfire.gov.uk

For more information on your rights under the data protection laws see: <https://ico.org.uk/your-data-matters/> If you have any concern about the way we handle your personal information, you can let us know by writing to us or emailing us. We will do our best to resolve your concern but if you are unhappy with the outcome you can ask the Information Commissioner to look into it by:

- Completing the online form at: ico.org.uk
- Writing to: Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF
- Contacting the ICO via telephone: 0303 123 1113

Next Review

Next review March 2027