**LONDON FIRE BRIGADE**

**How we will use your information**

***Emergency Planning – London Resilience Group***

This privacy information note explains the information the London Fire Brigade (“we”) are collecting about you, why we have collected it and how it will be used. This privacy note should be read along with our “[General Privacy Notice](https://www.london-fire.gov.uk/about-us/transparency/privacy/)” which explains more about who we are, our role in data protection and what rights you have.

**Process owner**: *Operational Resilience & Special Operations; London Resilience Group*

This notice relates to the following categories of data subject: *Customer & Service user*

**Why we are collecting your information**

The [London Resilience Group (LRG)](https://www.london.gov.uk/about-us/organisations-we-work/london-prepared/london-resilience-forum) delivers services on behalf of the Greater London Authority, London’s Local Authorities and the London Fire Commissioner to coordinate and support resilience in London.

LRG is at the heart of multi-agency emergency planning and large scale incident response in London. We support the London Resilience Partnership which is a coalition of agencies with a shared interest, driven by the arrangements of the [Civil Contingencies Act (2004)](https://www.gov.uk/guidance/preparation-and-planning-for-emergencies-responsibilities-of-responder-agencies-and-others). This work involves the preparation for, response to, and recovery from emergencies in London.

Members are drawn from the private and public sector and include organisations ranging from the emergency services, local authorities and the NHS to utility and transport providers.

We process your data to help us comply with our statutory duties under the Civil Contingencies Act (2004). Our duties include;

* Coordinating development of multi-agency capabilities.
* Providing the secretariat for the London Resilience Forum, the London Resilience Programme Board and a number of other meetings.
* Provide a liaison point between London responders, the Mayor of London and central government, other Local Resilience Forum areas and internationally.
* Ensure consistency in the development and maintenance of London's plans.
* Promote preparedness and awareness of risks .
* Provide 24/7 point of contact for the Partnership.
* Coordinate the development of situational awareness.
* Provide strategic advice on London's plans to the Mayor of London and senior officers.
* Provide the secretariat for the Strategic Coordination Group when responding to disruptive events.

To achieve this we maintain a directory of Partnership contacts and also Borough Profiles which contains contact details for all 33 local authorities. LRG uses these documents for disseminating business as usual information as well as making requests for information and sharing information including situational updates during incidents that affect London. These documents are maintained by LRG drawing on information provided by the Partnership (which includes local authorities) and regularly updated. The documents are held electronically on LFB’s computer systems and shared on Resilience Direct (a secure on line depositary for documents) as well as being distributed by e-mail to the organisations listed in the documents.

In these directories we hold and maintain lists of contact details for key central government, local government, health sector, voluntary sector, wider public sector and infrastructure contacts. The data we hold is limited to official details relating to employment or official role of the contact.

**What information is being collected**

The information we are processing falls into the following categories of personal data:

**Categories of personal data**:

* Personal details

This includes;

* Name, role, organisation
* Contact numbers
* Work Address
* Email address

**What happens if I do not want my information collected?**

If you do not want information collected we may not be able to effectively respond and support an emergency and those communities affected by it.

**Legal basis for the processing**

Before we process your data we need a legal basis for doing so. In this case, the main basis for processing your personal data is that we need to communicate in order to comply with our statutory duty under the Civil Contingencies Act (2004);

The Data Protection laws below detail our legal basis for processing;

[General Data Protection Regulation (GDPR)](https://gdpr-info.eu/)

(EU) 2016/679 *[reference to Article 6.1.(c)]*

* Legal obligation-Processing is necessary for compliance with a legal obligation to which the controller is subject;

(EU) 2016/679 *[reference to Article 6.1.(d)]*

* Vital interest - Processing is necessary in order to protect the vital interests of the data subject or of another natural person;

(EU) 2016/679 *[reference to Article 6.1.(e)]*

* Public task - Processing is necessary for the performance of a task carried out in the public

interest or in the exercise of our official authority (This is under the Fire Service Act 2004; Sections 7-9).

**How we collect the information about you**

Most of our information comes directly from key contacts themselves as part of the information they provide to allow LRG to make contact on a business as usual basis as well as during and following an incident. A copy of this privacy notice is made available to them at the point of data collection and in line with data review periods.

**Who we share your information with**

Information provided will be detailed in the Partnership Contacts Directory and Borough Profiles and is shared internally and externally with other agencies in order to assist them to carry out their statutory duties. Sharing this information assists LRG to distribute relevant business as usual information and to prepare for, respond to and recover from incidents and business disruptions. Apart from where previously stated, we do not pass your details to third parties unless we are lawfully able to do so for the prevention and detection of crime and fraud, or for the collection of taxes.

**How long we hold your information for**

We will only retain your personal information for as long as it is necessary to fulfil the purposes we collected it for. Contact information of agency representatives will be retained until the subject is no longer a member. This is reviewed on a quarterly basis at which time old contact information is removed immediately. This is unless you request your information to be erased prior to this point. This period can be extended to include our needs to satisfying any legal, accounting, or reporting requirements. We have a [Record Management Strategy](http://bwd/Governance/_layouts/15/WopiFrame2.aspx?sourcedoc=/Governance/Policies%20and%20Procedures/policy%20number%200879%20-%20records%20management%20strategy%205%20-%20records%20retention%20guidance.pdf&action=default&DefaultItemOpen=1) which describes how long we keep information for.

**Automated decision making**

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. The information we have collected will not be used to make any automated decisions about you.

**Your information rights and how to access the data we hold**

When we use your personal data, you have rights about how that information is processed. Those rights include how you can access the information we hold, and how, in some situations,  you can stop us from processing the information or have it corrected or deleted.

Under certain circumstances, you have the right to:

* Request **access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
* Request **correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
* Request **erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
* **Object** to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
* Request the **restriction** of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
* Request the **transfer** of your personal information to another party.

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

If you would like to exercise any of your data protection rights, you should contact the Data Protection Officer using the details listed below.

**If you have a concern**

If you are unhappy with the way that your personal data has been used or any other aspect of how we have processed your information then please let us know. In the first instance you should contact our DPO who can investigate the matter for you and take any action that is necessary.

You also have the right to raise your concern with the Information Commissioner. Details of how to make a complaint to the ICO are on their website at <https://ico.org.uk/> or you can write to them at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

**The Data Protection Officer**

Our Data Protection Officer (DPO) is the LFB Head of Information Management who has day-to-day responsibility for data protection and information governance issues. The DPO can be contacted via the address or phone number above, or by:

* Email to: [dataprotectionofficer@london- fire.gov.uk](mailto:dataprotectionofficer@london-fire.gov.uk)
* Telephone: 020 8555 1200 ext. 30300 and talk to a member of our Information Access Team
* Write to: Data Protection Officer, London Fire Brigade, 169 Union Street, London SE1 0LL