

How we will use your information

Compliments & Complaints

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" which explains more about who we are, our role in data protection and what rights you have.

Process owner: Central Operations - Operations Directorate Support Services

This notice relates to the following categories of data subject: [Member of the Public](#)

Why we are collecting your information

We need to collect personal data from you in order to respond to your feedback you have submitted on our website. The personal data you have given us on the feedback form has to be used as part of the process of investigating and responding to your complaint or compliment. We will not be able to handle a complaint on an anonymous basis.

What happens if I do not want my information processed?

The consequence of not providing your personal information is that we will not be able to respond to or take any action on your feedback, and your data will not be included in our equalities monitoring.

What information is being collected:

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

Categories of personal data:

- Personal details

Special categories of personal data:

- Ethnicity
- Health & Medical

Legal basis for the processing

Before we process your data we need a legal basis for doing so. In this case, the basis for processing your personal data is that we have a legitimate interest in ensuring there is no maladministration within the running of the LFB, and in considering beneficial modification or improvement in our services in response to your comments.

This is covered under the Data Protection law below:

General Data Protection Regulation (EU) 2016/679 [reference to Article 6.1(f)]

- processing is necessary for the purposes of the legitimate interests pursued by the controller.

And we collect your health and ethnicity data for the purposes to monitor equality opportunity of treatment, in the public interest.

General Data Protection Regulation (EU) 2016/679 [reference to Article 9.1(g)]

- Processing is necessary for reasons of substantial public interest which is proportionate to the aim pursued and which contains appropriate safeguards.
 - With reference to Data Protection Act 2018: Ch 2, part 2, 10 and sch 1, part 2, (8)

How we collect the information about you

We collect the information directly from you.

Who we share your data with

We will only share your data internally within the LFB in the course of the investigation, handled by assigned investigating officers.

How long we hold your information for

Your information will be held in our complaints file for 7 years for legal purposes.

Automated decision making

The information we have collected will not be used to make any automated decisions about you