



# At Risk Programme (ARP) Training

Your privacy is important to us. This privacy statement explains what personal data Royal Berkshire Fire and Rescue Service collects about you and how we store and use that data.

Personal data is processed in accordance with the Data Protection Act 2018 (DPA) and the United Kingdom General Data Protection Regulation (UK GDPR).

## What information we collect about you

Sign-up Form:

- Name
- Contact details (email address/phone number)
- Company or Organisation name, and department and/or team you work in
- Job Position/Title
- Have you attended the course in the last year
- Do you require any additional support to access the session (accessibility requirements)
  
- Equality Monitoring – these questions are optional, and not mandatory fields.
  - Age group
  - Ethnic group
  - Neurodiversity

Feedback Form:

- Name (for attendance certificate)
- Contact details (email address/phone number)
- Company or Organisation name, and the department and/or team you work in
- Date course attended
- Feedback on our services

## Why we need it

We are committed to working with all people throughout Berkshire and with free online sessions available, we aim to help them understand the support they can offer vulnerable residents that they work with in the community and how they can get more support from RBFRS in the way of a Safe and Well Visit.



Your information will be used to arrange and book the requested session, and after the session we will ask for feedback so that we can evaluate the effectiveness of this input and improve the way we help you to comply with relevant fire safety regulations. We will also inform you of future courses and updates on Fire Safety.

In addition, we collect equality monitoring data to assess who we are providing these sessions to, which will help us identify any groups of people or businesses that we are not effectively reaching.

We have included a specific question about Neurodiversity, this information will help us improve the accessibility of future sessions as we recognise people process information differently.

Equality Monitoring assists us in meeting our legal obligations under the Equality Act 2010 and comply with the Public Sector Equality Duty.

## Our legal basis for processing

Under the UK General Data Protection Regulation (UK GDPR), we can process your personal data under article 6(1)(e) necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

We are also able to process special category data (equality monitoring) under article 9(2)(g) necessary for reasons of substantial public interest on the basis of domestic law which is proportionate to the aim pursued and which contains appropriate safeguarding measures.

## What we do with it

We will only use the personal data collected to facilitate the online session, to request feedback for the purpose of continual improvement, and to inform you of future courses and updates on Fire Safety.

Access to this information is restricted to the relevant staff who will be coordinating the online Adults at Risk Programme (ARP) sessions and reviewing the feedback collected.

This information may be shared with other parts of the organisation in order for us to address feedback responses.

Any equality data provided will be anonymised by separating it from the session identifiers and feedback.

All information will be held securely on our systems.

If any results from the feedback or equality monitoring are published, they will be in an anonymous form.



# Sharing your information

There are a number of reasons why we may share your information outside of our Service. This can be due to:

- ✓ Our obligations to comply with current legislation
- ✓ Our duty to comply with a Court Order
- ✓ You have consented to the sharing / disclosure

We may disclose information to other agencies without consent where it is necessary, either to comply with a legal obligation, or where permitted under the UK General Data Protection Regulation, e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime.

We work closely with other agencies, such as councils, health services, adult and children's services and may, for the purpose of preventing risk of harm to yourself or another an individual , share your personal information.

As a public authority, we are also subject to information rights legislation (Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation. We do receive requests for information, however, unless there is a legal obligation to provide your personal data, information will be released in a redacted form. This means your personal data will be removed before publication so that you cannot be identified.

Your personal information will not be transferred outside of the European Economic Area (EEA).

# How long we keep it and how it is stored

We will only retain information for as long as necessary. Records are maintained in line with our retention schedule, which determines the length of time records should be kept.

Consequently, personal information relating to the Adults at Risk Programme (ARP) sessions will be retained for the following times:

- contact information will be retained for up to 1 year from completion of the session.
- feedback information and equality monitoring data will be anonymised and retained for up to 3 years for reviewing who we are effectively reaching.



We take our duty to protect your personal information and confidentiality seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, whether computerised or on paper. This means that your information will be kept in a secure environment and access to it will be restricted according to the 'need to know' principle. Personal details will then be destroyed/deleted.

We do compile and publish statistics showing certain information, but not in a form which identifies anyone.

## Your rights

Under the UK General Data Protection Regulation you are entitled to exercise your right to object to us processing your data and obtain information that is held about you.

If at any point you believe the information we process on you is incorrect, you can request to have it corrected or deleted. Where possible we will seek to comply with your request but we may be required to hold or process information to comply with a legal requirement.

If you wish to discuss the information we hold about you, make a complaint about how we have handled your personal data or object to us processing it, you can contact our Data Protection Officer (DPO) who will investigate the matter.

Further information about your individual rights is available on the [Information Commissioner's Office \(ICO\) website - your data matters](#).

## Who to contact

Our Data Protection Officer can be contacted via:

Email: [DataProtection@rbfrs.co.uk](mailto:DataProtection@rbfrs.co.uk)

Telephone: 0118 945 2888

Write to:

Data Protection Officer  
Royal Berkshire Fire and Rescue Service  
Newsham Court  
Pincents Kiln  
Calcot  
Reading  
Berkshire  
RG31 7SD



If you are not satisfied with our response or the way we handle your information, you can complain to the Information Commissioner's Office (ICO):

[ICO Website - make a complaint](#)

Write to: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

04 September 2024

**ROYAL BERKSHIRE**  
**FIRE AND RESCUE SERVICE**

-  [RoyalBerksFRS](#)
-  [@RBFRSOfficial](#)
-  [RoyalBerkshireFire](#)
-  [Royal Berkshire Fire & Rescue Service](#)
-  [rbfrs.co.uk](#)