

**Working together  
for a safer Scotland**



**SCOTTISH  
FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

## **SFRS ANNUAL PERFORMANCE REVIEW – PRIVACY NOTICE**

**Last updated: September 2021**

Scottish Fire and Rescue Service (SFRS) is committed to protecting your personal information. The processing of personal data is covered by the General Data Protection Regulation 2018 and Data Protection Act 2018.

This privacy notice explains the information SFRS (“we”) are collecting about you, why we have collected it and how it will be used.

Process owner: **Corporate Communications and Engagement**

This notice relates to the following categories of data subject:

**SFRS Stakeholders and Members of the Public**

### **Why are we collecting your information?**

The Governance and Accountability Framework, which sets out the formal operating arrangements between Scottish Government and the Service, states that the Scottish Government will undertake a formal performance review of the SFRS twice per year.

These reviews are primarily to provide evidence that the SFRS is meeting the priorities within the Fire and Rescue Framework for Scotland 2016. They also serve as an opportunity to highlight good performance achieved through the Strategic Plan and the Annual Operating Plans.

The Annual Review takes the form of a public presentation by the SFRS Board to the Minister for Community Safety in September/October. A written submission of our performance is required in advance of the review meeting to provide the Minister with information to scrutinise and prepare relevant questions.

This year, the Annual Review will be carried out virtually to encourage your participation and involvement in our decision-making processes and facilitate open dialogue which will strengthen the voice of our communities, our partners and the public.

It provides a mechanism for you to raise any questions about the operations and performance of the Scottish Fire and Rescue Service to our Board or SLT members. This helps to foster transparency, trust, involvement and an understanding in our business.

If you are interested in attending the virtual Annual Performance Review, we need your details so that a MS Teams invitation can be sent to you a few days ahead of the event.

### **How we collect the information about you?**

We collect the information directly from you when you complete the questionnaire, via Citizen Space.

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

The provision of your personal data is optional. You can unsubscribe at any time by clicking the link in the footer of our emails.

### **What information is being collected by us?**

Categories of personal data:

- Email address;
- Name (optional);

- Organisation (optional);
- Role (optional);
- IP address (system generated);
- Unique response identifier (system generated).

### **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 being able to determine if our plans are reflective of your expectations so that services can be provided appropriate to your needs.

SFRS employees are asked to identify themselves as employees to enable the collation of staff specific issues, so that action can be taken as appropriate.

The system collates IP address information. This is intended to assist us in identifying suspicious responses, such as in the case of automated submissions, duplicate submissions or where inappropriate content has been submitted.

Each participant who submits a response in Citizen Space is given a unique ID for that response. This ID is response specific, not user specific, meaning that every response is given an ID not each respondent. This is designed to track and find formal submissions.

This is covered under the Data Protection Laws below:

For personal data:

- the data subject has given consent to the processing of his or her Personal Data for one or more specific purposes – Art. 6(1)(a).

## **How the information will be used and stored?**

By completing the questionnaire, you are registering interest to attend the virtual Annual Performance Review. Your information will be stored in Citizen Space and only designated staff from the Strategic Planning, Performance and Communications Department will be able to access the software. For further information in relation to Citizen Space, please view [here](#). For Citizen Space Privacy Notice, view [here](#).

Your registration data will be exported to an excel spreadsheet and saved to SharePoint that can only be accessed by designated members of the Communications, Information Governance and Performance Data Services Teams. Your personal data, such as name, email address, IP address and unique reference number, will not be saved, as this is not required for analytical purposes.

## **Who we share your information with?**

By completing the questionnaire, you are registering your interest to attend our virtual event which will provide you with an opportunity to observe the Chair of the SFRS Board and Chief Officer present the performance report to the Minister of Community Safety. As a meeting participant, you are provided with an opportunity to ask questions should you wish to do so, otherwise continue to observe.

As this is a Scottish Government organised event, your email address will be exported to an excel spreadsheet and provided to Scottish Government by Egress Secure email. Scottish Government will issue the MS Teams email invitation a few days ahead of the event.

## **How long we hold your information for?**

The information will be collected for a week after the event has concluded. Any personal information provided by you will then be then destroyed. This will ensure we are not keeping any personal data longer than necessary.

## **Automated decision-making?**

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

## **Requesting access to your personal data and your rights**

Under data protection legislation, you have many rights regarding your personal data. You have the right to:

- be informed of how we will process it;
- request a copy of what we hold about you;
- have it deleted (where we do not have a legal requirement to retain it);
- have it rectified, restricted;
- object to us using it;
- data portability (in certain circumstances).

Where we are processing data based on your consent, you have the right to withdraw that consent by unsubscribing at any time.

To act on any of the above rights or if you have any concerns about how we are using your personal information, please contact the Information Governance Manager (contact details below).

However, if you are unhappy with the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns direct with the Information Commissioner's Office, Tel. No. 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/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>. To complain to the Information Commissioner's Office: <https://ico.org.uk/concerns/>.

We are a Data Controller for personal data. Our details have been registered with the Information Commissioner's Office (ICO) and our register number is Z3555625. The ICO's register can be viewed online at <http://ico.org.uk>.

If you would like to discuss anything in this privacy notice, please contact:

Carol Wade, Information Governance Manager,  
Email: [carol.wade@firescotland.gov.uk](mailto:carol.wade@firescotland.gov.uk)

Review date: September 2022