Merseyside Fire & Rescue
Authority Headquarters
Strategy and Performance
Bridle Road
Bootle
Merseyside
L30 4YD

Telephone: 0151 296 4000
(Calls may be recorded)

Debbie Appleton 0151 296 4402
Sue Coker 0151 296 4425

Web Site: **www.merseyfire.gov.uk**

Date: 31st January 2020

Ms Claire Seddon

Your Ref: Our Ref: FOI/005/2020

Dear Ms Seddon

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST

You requested the following information:

I am concerned that my personal information/data may have been accessed through a member of the Merseyside Fire Rescue team. I understand that before reporting my concern to the Information Commissioner's Office (ICO) I should give Merseyside Fire and Rescue Service the chance to deal with it.

Q1. Could Merseyside Fire and Rescue Service please try to explain whether (Name redacted) a member of your fire rescue team has access to all `special' personal information of Merseyside residents relating to an identifiable, living individual. For example, this could be your name, contact details, NHS number or date of birth.

Q2. How does Merseyside Fire rescue protect the public from rights relating to decisions being made about you without human involvement?

Q3. Please explain the procedure on how Merseyside Fire and Rescue Service deals with a concern about the protection of personal information that could be accessed by its members and jeopardize any protection of the individual especially with troubled family ties and a history of domestic violence? whether it is a member may have an advantage: To disclosed information about you or has collected information for one reason and is using it for something else

Response

Please note that we are unable to provide you with any information relating to an individual in response to a Freedom of Information request, as this is exempt under the Freedom of Information Act (section 40). Therefore, the answers given below apply to MFRS as a whole and should not be taken as referring to any individual member of staff.

If you have a complaint or query about an individual member of staff, or about the way in which your personal data has been processed by Merseyside Fire and Rescue Service, details of how to complain are provided in our response to question 3.

1. Firefighters process personal information when carrying out a Home Fire Safety Check. This includes name, address, contact numbers, email, ethnic origin and religious belief. NHS number or date of birth is not captured.

2. Automated decision making is limited within Merseyside Fire and Rescue Authority. It may be used as part of the recruitment process where a particular qualification, skill or attribute is an essential requirement for employment (eg having a full UK driving licence). Appropriate security measures have been put in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, access to personal information is limited to those employees, agents, contractors and other third parties who have a business need. They will only process personal information on our instructions and they are subject to a duty of confidentiality.

3. Concerns regarding the protection of personal information are dealt with and investigated by Merseyside Fire and Rescue Authority's Data Protection Officer Janet Henshaw janethenshaw@merseyfire.gov.uk

If you have any queries or concerns then please do not hesitate to contact the Director of Strategy and Performance on the above numbers.

If you are dissatisfied with the handling of your request please contact the Information Management Officer, Merseyside Fire and Rescue Authority Headquarters, Bridle Road, Bootle, Merseyside, L30 4YD, email foiteam@merseyfire.gov.uk.

You can also contact the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113
http://www.ico.org.uk

Yours sincerely

Sue Coker
Information Management Officer