# **What data do we collect?**

North Wales Fire and Rescue Service (NWFRS) collects the following data:

* Name
* Ex-employee of NWFRS and role?
* Telephone number and email address
* Home town
* If an individual holds a driving licence and the type e.g. LGV
* Date of Birth
* Relevant skills
* If someone is a Welsh Speaker and what level.
* If someone would like to have information on other volunteer organisations
* Permission to hold information, request a call back and conduct a DBS check.

# **How do we collect your data?**

You provide us with your data when you call NWFRS to register as a volunteer.

# **How will we use your data?**

# NWFRS collects your data so that we can:

* Contact you when volunteer positions become available.
* Provide you with details of volunteer positions with other organisations.
* Keep you updated during this period.

# **How do we store your data?**

NWFRS securely stores your data in a restricted electronic database held in NWFRS’s Human Resources Department.

NWFRS will keep your personal data for the period of the COVID-19 pandemic only.

Once this time-period has expired the data will be electronically deleted.

# **What are your data protection rights?**

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** - You have the right to ask NWFRS for copies of your personal data.

**The right to rectification** - You have the right to request that NWFRS corrects any information you believe is inaccurate. You also have the right to ask NWFRS to complete information you believe is incomplete.

**The right to erasure** - You have the right to request that NWFRS erases your personal data, under certain conditions.

**The right to restrict processing** - You have the right to request that NWFRS restricts the processing of your personal data, under certain conditions.

**The right to object to processing** - You have the right to object to NWFRS's processing of your personal data, under certain conditions.

**The right to data portability** - You have the right to request that NWFRS transfers the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request to exercise any of your data protection rights, we have one month to respond to you. If you would like to do so, please contact us at our email: [dpo@nwales-fireservice.org.uk](mailto:dpo@nwales-fireservice.org.uk), or write to us at:

Data Protection Officer

North Wales Fire and Rescue Service Headquarters

Ffordd Salesbury

St Asaph Business Park

St Asaph

LL17 0JJ

# **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that NWFRS has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office at the following address:

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

**Telephone:**0303 123 1113