



Avon Fire & Rescue Service (AF&RS) Service Plan Public Consultation

The categories of the information that we collect, process, hold and share include:

Your feedback and answers to the questions in connection to our public consultation for our Service Plan for 2019-22. The survey is open to all members of the public, including AF&RS staff.

The survey is anonymous and we do not seek to collect your contact details, unless you voluntarily offer personal or contact information in any of the free text fields.

Additionally, your responses are combined with those of many others and summarised in a report to further protect your anonymity.

Quotes from any free text may be used in the consultation outcomes report that the Fire Authority considers but the source of the quote (even if you volunteer that information) will not be identified.

Special Categories of data: At the end of the survey, we also invite you to complete an Equal Opportunities question (about you), which is optional. This data will **not** form part of the Service Plan process but will be retained by AF&RS to assist us to evaluate our approach to reaching out to the various community groups and that our services are delivered fairly. Any monitoring data is anonymous and will be aggregated before it is shared, therefore, there will be no way of AF&RS identifying who has provided individual responses.

Why we collect and use this information

AF&RS will use the data collected by the survey questions for the public consultation process only and not for any other purpose.

The lawful basis on which we use this information

Participating in the survey is optional and any information that you choose to provide we will process in accordance with the Data Protection Legislation (General Data Protection Regulation 'GDPR' and the Data Protection Act 2018 'DPA'), which is under the lawful processing condition of a public task for providing a Fire & Rescue Service.

Special categories of data within the equal opportunities question is processed for reasons of substantial public interest (GDPR Article 9(2) (g)). The DPA gives us the power to collect equal opportunities data under 'Public interest' when it is for the 'equality and opportunity or

treatment' of individuals for 'Statutory etc. and government purposes' in order to exercise our function as a Fire and Rescue Service (Schedule 1, Part 2 - DPA).

SurveyMonkey

AF&RS use an external provider called SurveyMonkey to facilitate the collection and storage of the survey data on our behalf, which is subject to SurveyMonkey's own information security controls. AF&RS will retain the ownership of the survey results and SurveyMonkey will process the survey data on behalf of and under AF&RS's instructions. SurveyMonkey Europe, is based in Ireland with servers located in the USA.

SurveyMonkey use website cookies, which are necessary for the survey to operate correctly, such as functionality cookies for storing your preferences like username and language selection, and preventing users from taking the same survey multiple times. This functionality improves the user experience. SurveyMonkey will therefore record your IP addresses in their backend logs which are deleted after 13 months. This information is not available to AF&RS.

SurveyMonkey will not use targeting or adverting cookies on the actual survey taking page. However, once the survey is complete and in the event that SurveyMonkey may use the opportunity to promote other services to you, please note that is **your decision whether or not you choose to participate in SurveyMonkey's own or others' services. Please note that such services have no connection to AF&RS.**

For further information about SurveyMonkey, you may find the following weblinks useful:

[Privacy Policy](#)

[Security Statement](#)

[Survey cookies](#)

[GDPR Compliance](#)

Collecting this information

Before any data sharing takes place, individual responses to the survey will be processed and aggregated by AF&RS staff who are administering the process. Any paper copies of surveys collected will be input onto our online survey by nominated AF&RS staff then the paper copy will be immediately destroyed. The data that you provide will **not** be subject to any auto-decision making processing that will affect you.

Storing this information

Results of the survey will be held securely on our AF&RS SurveyMonkey customer account, which will be accessed by nominated AF&RS staff.

AF&RS will only retain the data captured by the survey for six months following the close of the consultation period and will securely dispose of the data once it has served its purpose.

Who we share this information with and why

Aggregated survey results will be shared with AF&RS senior management, staff, Fire Authority Members, and we will publish the results on our website so it will be accessible to members of the public and other interested parties.

Further Information

AF&RS main Privacy Statement:

<http://www.avonfire.gov.uk/privacy>

Information about Data Protection within AF&RS, and your rights under the Data Protection Legislation is available on our AF&RS website <http://www.avonfire.gov.uk/guide-to-published-information/data-protection>

Avon Fire Authority (operationally known as Avon Fire & Rescue Service) is the Data Controller for any information captured from the survey.

If you require further assistance when completing or after completion of this survey please contact the **Corporate Communications Team**, Avon Fire & Rescue Service, Police & Fire Headquarters, PO Box 37, Valley Road, Portishead, Bristol BS20 8JJ, telephone 0117 9262061.

03.01.2019