



Privacy Notice

Service Plan Proposals Public Consultation Survey

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

Your feedback and answers to our Service Plan Proposals public consultation survey is open to all members of the public, Fire Authority Members, our partners, and Avon Fire & Rescue Service (AF&RS) staff.

The survey itself 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 survey fields.

In the event you do wish to contact us direct via email or letter regarding your feedback, your correspondence will be logged and processed accordingly by a dedicated team, so we can provide you with an acknowledgment and any response that may be required.

Your feedback will then be combined with any other feedback, summarized where necessary and added anonymously to our Consultation Outcomes Report.

Quotes from any survey free text boxes or any correspondence feedback may be used in the Consultation Outcomes Report the Fire Authority considers, however the source (if you volunteer this information) will not be identified. Any personal data will be removed before aggregating the survey results and responses into the final document.

Special Categories of data: At the end of the survey, we also invite you to complete an Equal Opportunities section (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 for the Equal Opportunities data.

Why we collect and use this information

AF&RS will use the data collected by the survey questions or voluntary feedback for the Service Plan Proposals public consultation process only and for not for any other purpose.

The lawful basis on which we use this information

Participating in the survey is voluntary and any information you choose to provide we will process in accordance with the Data Protection Legislation (General Data Protection

Regulation 2016 (now UK-GDPR) and the Data Protection Act 2018 (DPA)), which is under the lawful processing condition of a public task (GDPR Article 6(1)(e)) for providing a Fire & Rescue Service.

Special categories of personal data within the Equal Opportunities section are 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' 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, in line their Data Processing Agreement.

SurveyMonkey Europe, is based in Ireland with IT 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 such as language. 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. The use of the IP address also ensures that only one survey can be submitted using one IP address. **Please read the SurveyMonkey survey cookies information (weblink to cookie page as below) and select the cookie options that apply to your preference before you start the survey.**

SurveyMonkey will not use targeting or adverting cookies on the actual survey completion pages. However, once the survey is complete and should SurveyMonkey use the opportunity to promote other services to you, please note it is **your decision whether or not you choose to participate in SurveyMonkey's own or others' services. Please note 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. The data 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. Any additional correspondence you provide will be held securely on AF&RS own IT servers and our systems are subject to user permissions. Once the public consultation process is complete, this data will be held for 6 months and then will be securely deleted.

For the individual survey results held within our the SurveyMonkey account, AF&RS will only retain this data for 6 months, however the aggregated data and the Consultation Outcome Report will be held for as long as it is necessary to aid the process, before it is securely deleted.

Who we share this information with and why

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

Further information

AF&RS main Privacy Statement: 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 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 **Amber Foreman at Avon Fire & Rescue Service, Police & Fire Headquarters, PO Box 37, Valley Road, Portishead, Bristol BS20 8JJ, telephone 0117 9262061 extension 390 or email Consultation@avonfire.gov.uk**

04 January 2022