



**GREATER  
MANCHESTER**  
**FIRE AND RESCUE SERVICE**

# Privacy Statement

GMFRS Complaints and Compliments

30<sup>th</sup> July 2025

Greater Manchester Fire and Rescue Service (GMFRS) is committed to protecting your privacy when you contact us with a complaint or compliment. This notice explains how we collect, use, and protect your personal data in accordance with the UK General Data Protection Regulation (UK GDPR).

## **What information we collect**

When you submit a complaint or compliment, we may collect the following personal data:

- Your name and contact details (e.g., email address, phone number, postal address)
- Details of your complaint or compliment
- Any supporting documents or evidence you provide
- Information about the incident or service you are referring to
- Additional information gathered during the investigation process, such as correspondence and interview notes

We may also collect special category data (e.g., ethnicity, gender, disability status) to help us meet our Public Sector Equality Duty.

## **Why we collect your data**

We collect your data to:

- Log and acknowledge your complaint or compliment
- Investigate and respond to your submission
- Monitor and improve our services
- Report anonymised data for internal performance analysis and external regulatory reporting
- Analyse trends in complaints to support our commitment to equality, diversity, and inclusion
- Help us meet our Public Sector Equality Duty

## Lawful basis for processing

Our lawful basis for processing your personal data is:

- Public task – The processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law - Article 6-1(e)
- Legal obligation - The processing is necessary for you to comply with the law (not including contractual obligations) - Article 6-1(c)

Consent - The individual has given clear consent for you to process their personal data for a specific purpose - Article 6-1(a) Where we process special category data, we do so under:

- Explicit Consent - the individual has given a clear statement expressed in words, providing consent for you to process their personal data for a specific purpose - Article 9-2(a)
- 1.
  - Substantial public interest - Must still be proportionate to the aim the project is pursuing, respect the spirit of the right to data protection - Article 9-2(g), in line with our obligations under the Equality Act 2010 and the Public Sector Equality Duty.

## How we use and share your data

Your data will only be shared with relevant GMFRS staff and departments involved in handling your complaint or compliment. In some cases, we may share information with:

- The Local Government Ombudsman (if you escalate your complaint)
- Human Resources / Our Professional Standards Team (for complaints involving staff conduct)
- Legal or regulatory bodies, where required by law
- Internal teams responsible for equality, diversity, and inclusion analysis
- Approved third-party service providers who support our systems and services, under strict data protection agreements.
- Greater Manchester Combined Authority (GMCA) for reporting and analysis purposes.

We will not share your personal data with third parties for marketing purposes.

## **Automated decision making**

We do not use your data for any form of automated decision making or profiling.

## **Storage, security, and data management**

GMFRS are committed to the security of the information we collect. We aim to ensure that there are appropriate, physical, technical and managerial controls in place to protect any personal information you may provide to us, for example our network is protected and monitored. Within our offices all of our staff receive training on handling data securely.

## **How long we will keep your information**

Your data will be stored securely on our internal systems and managed as follows:

- Electronic records are retained for 2 years, after which they are securely deleted
- Hard copies are securely destroyed after 6 months
- Anonymised data may be retained for longer for reporting and analysis purposes

Once a complaint is fully dealt with, we won't reopen it or use it again. After two years, the full details of the complaint will be deleted.

We will keep only basic information in our secure confidential log, such as:

Your name

Email address

Phone number

A short summary of the complaint

Information about your age, sex, ethnicity, disability, religion, and sexual orientation

This information is used only to help us understand patterns and improve our services. We will not use it to contact you again about your complaint.

## **Sending data overseas**

All data will be processed within the UK.

## **Your rights**

Under the UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure of your data (in certain circumstances)
- Object to or restrict processing
- Lodge a complaint with the Information Commissioner's Office (ICO)

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us at:

Email - [officeofdpo@greatermanchester-ca.gov.uk](mailto:officeofdpo@greatermanchester-ca.gov.uk)

Postal - Office of the DPO GMCA, Churchgate House, 56 Oxford Street,  
Manchester, M1 6EU

We will only be able to comply with your rights in relation to the information we have collected.