

Thames Valley Fire Control Service

Privacy Notice

Emergency (999) Calls, Incidents and Response



Your privacy is important to us. This privacy statement explains what personal data Thames Valley Fire Control Service (TVFCS) collects about you and how we store and use that data.

Personal data is processed in accordance with the Data Protection Act 2018 (DPA) and the United Kingdom General Data Protection Regulation (UK GDPR).

What information we collect about you

To enable a response to an emergency (999) call, we are likely to collect the following personal data:

- Telephone number and name (where required) of the caller
- Role details if from partner agencies / associated organisations
- Details of the incident (address/location, circumstance)
- Details of any injured persons (name (occasionally), injuries, medical conditions, details of any medical assistance given, age/date of birth, and gender)
- Audio recording of the emergency call.

We may also collect information relevant to preserving life or saving property, for example, whether there are any flammable, or chemical materials stored at the location of the incident, or vehicle registration details etc.

To provide an emergency service, we also collect data from Fire and Rescue Service staff, which include:

- Name and role
- Work contact details (telephone/mobile and pager numbers, email)



- Personal contact details (home address, telephone/mobile number)
- Audio recordings of all radio messages and telephone calls
- Officer location data (record of vehicle movements when on duty to inform the mobilising system).

Why we need it

We need your information to enable us to carry out our statutory duties and legal obligations under the Fire and Rescue Services Act 2004 (Part 2 Functions of Fire and Rescue Authorities), to make arrangements for dealing with calls for help and for summoning personnel to fire incidents, road traffic accidents, and other emergencies, events or situations requiring response and rescue.

All calls that are received and made from the control room are recorded.

Recording the calls is necessary, so that they can be played back if clarification is needed and sometimes they are used as evidence in court cases.

As the calls are taken during an emergency situation, no warning is given that the calls are recorded as this would cause a delay in our response.

When you make an emergency call, it is vital that your telephone number is recorded so that we can contact you again if needed. Even if you have hidden your caller ID, are ex-directory, or calling from a public payphone the telephone number will be displayed to the exchange operator who provides this information to us. As an emergency service, we can also be informed of the location of where the call was made from.

Making hoax, malicious, or abusive calls is a criminal offence. In these cases, information may be used to inform the police and to request the disconnection of telephone lines (Communications Act 2003, Malicious Communications Act 1988). Anonymised information about these calls will also be reported to the TVFCS Joint Committee, who are the appointed authority who provide overall strategic oversight and direction for the Thames Valley Fire Control Service.

Our legal basis for processing

Under the UK General Data Protection Regulation (UK GDPR), we are able to process your personal data under article 6(1) (c) processing is necessary for compliance with a legal obligation to which the controller is subject, and where we collect special category data, 9(2)(g) processing is necessary for reasons of substantial public interest, and occurs on the basis of a law that is, among other things, proportionate to the aim pursued and protects the rights of data subjects.

What we do with it

Thames Valley Fire Control Service (TVFCS) (control room) handle the emergency (999) calls for Buckinghamshire, Oxfordshire and Royal Berkshire Fire and Rescue Service's.

During an incident the information is shared with the relevant fire and rescue service staff (such as the operational crews and officers). Verbal and electronic messages are relayed between operational staff and Control to ensure an effective response to the incident.

The information gathered throughout the incident is stored on the Incident Command & Control system, and access is restricted to those who need it to perform their roles.

This information is automatically downloaded into the relevant fire and rescue service's Incident Recording System (IRS), this does not include any audio recordings. For further information, please refer to the relevant fire and rescue service website:

- [Buckinghamshire Fire and Rescue Service](#)
- [Oxfordshire Fire and Rescue Service](#)
- [Royal Berkshire Fire and Rescue Service](#)

The information will be held securely on all systems.

Following an incident the information may be used for training, investigation or debriefing purposes.

TVFCS also use the information to monitor and analyse our performance, to ensure we provide the best service to Buckinghamshire, Oxfordshire and Royal Berkshire Fire and Rescue Service's.

Sharing your information

There are a number of reasons why we may share your information outside of our Service. This can be due to:

- Our obligations to comply with current legislation
- Our duty to comply with a Court Order
- You have consented to the sharing / disclosure

During a response to an incident, information may be passed to partner agencies who are also attending, such as other emergency services. This could involve disclosing your personal information, for example if a road traffic collision is reported we are likely to inform the ambulance service and/or the police service to ensure that they provide appropriate services to you quickly and effectively. For further information please also refer to the [South Central Ambulance Service \(scas.nhs.uk\)](#) and [Thames Valley Police \(thamesvalley.police.uk\)](#) privacy notices.

We may also disclose information to other agencies without consent where it is necessary, either to comply with a legal obligation, or where permitted under the General Data Protection Regulation, e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime.

We work closely with other agencies, such as councils, health services, adult and children's services and may, for the purpose of preventing risk of harm to yourself or another an individual, share your personal information.

As a public authority, we are also subject to information rights legislation (Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation). We do receive requests for information, however, unless there is a legal obligation to provide your personal data, information will be released in a redacted form. This means your personal data will be removed before publication so that you cannot be identified.

Your personal information will not be transferred outside of the European Economic Area (EEA).

How long we keep it and how it is stored

We will only retain information for as long as necessary. Records are maintained in line with our retention schedule, which determines the length of time records should be kept.

Consequently, personal information relating to **emergency (999) calls, incidents and response data (recorded by the control room) will be retained for seven (7) years.**

We take our duty to protect your personal information and confidentiality seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, whether computerised or on paper. This means that your information will be kept in a secure environment and access to it will be restricted according to the 'need to know' principle. Personal details will then be destroyed/deleted.

We do compile and publish statistics showing certain information, but not in a form which identifies anyone.

Your rights

Under the data protection legislation, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.



Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

The rights available to you depend on our reason for processing your information.

Where possible we will seek to comply with your request, but we may be required to hold or process information to comply with a legal requirement.

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.

Further information about your individual rights is available on the [Information Commissioner's Office \(ICO\) website - for the public](#).

If you wish to discuss the information we hold about you, make a complaint about how we have handled your personal data or object to us processing it, you can contact the relevant Fire and Rescue Service's Data Protection Officer (DPO) who will investigate the matter.

Who to contact

Cath Dukes at Buckinghamshire Fire and Rescue Service

Headquarters
Stocklake
Aylesbury
Buckinghamshire
HP20 1BD

Telephone: 01296 744400

Email: DataProtection@bucksfire.gov.uk

David Edge at Oxfordshire Fire and Rescue Service

Headquarters
Sterling Road
Kidlington
Oxfordshire
OX5 2DU

Telephone: 01865 519800

Email: David.Edge@oxfordshire.gov.uk



Cath Dukes at Royal Berkshire Fire and Rescue Service

Newsham Court
Pincents Kiln
Calcot
Reading
Berkshire
RG31 7SD

Telephone: 0118 945 2888

Email: DataProtection@rbfrs.co.uk

If you raise a complaint with us and you are still not satisfied with our response or the way we have used your data, you can complain to the Information Commissioner's Office (ICO):

[ICO Website - make a complaint](#)

Write to: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

30 April 2026