

# Fair Processing Notice

## Joint Emergency Services Control Centre

The responsibility for the day to day management of the Joint Emergency Services Control Centre (JESCC) rests with the JESCC Manager, acting on behalf of the committee for Home Affairs who has overall responsibility for JESCC.

JESCC has a call-handling and control function for the four emergency services - Police, Fire and Rescue, Ambulance and Coastguard – and are co-located under one roof where incidents are coordinated in a way that allows for the joint understanding of any risks and shared situational awareness.

- Co-Location, leads to good information sharing, good communication and joint understanding of the unfolding incident
- Co-ordination, sharing of information and co-ordination of efforts to increase the potential for understanding about the response and resources required
- Jointly understanding of risk by sharing information about the likely and potential impact of the incident
- Shared situational awareness, using established protocols where all services can understand what is happening.

The Committee *for* Home Affairs is the ‘**Data Controller**’ for the processing of personal data carried out by JESCC for their various operational purposes.

## 1. The Data Protection Law

The Controller acknowledge its obligations as per the Data Protection (Bailiwick of Guernsey) Law, 2017 (the Law) and the Data Protection (Law Enforcement and Related Matters) (Bailiwick of Guernsey) Ordinance, 2018, (the Ordinance) which together provide a number of requirements in terms of processing activities involving personal data. The controller further acknowledge the general principles of processing as well as the rights of a data subject and more information in relation to these can be found at [www.gov.gg/dp](http://www.gov.gg/dp).

In accordance with the requirements of the Law and the Ordinance, a Data Protection Officer has been appointed by JESCC who is responsible for providing the Controller with advice and support in ensuring they continue to process personal data in accordance with their prescribed data protection obligations. The Data Protection Officer is available to provide you

with advice and assistance if you have any queries or concerns about how JESCC process your personal data and their contact details can be found near the end of this Notice.

## 2. The Principles of Processing

### a. Lawfulness, fairness and transparency

*Personal data must be processed lawfully, fairly and in a transparent manner.*

JESCC log details electronically when we receive a call for help in an emergency. The information is processed by JESCC staff to determine the most appropriate service and response for the situation. Information is processed by JESCC to promote or support the provision of healthcare, police, fire and rescue services.

#### **Type of Personal Data collected**

We respond to emergency calls from members of the public and we need to collect and process personal information about those individuals and others involved in the emergency in order to carry out our services. Information about you may be collected directly from yourself, a third party individual or another Agency or organisation by a member of our staff, or one of our partners, or images captured on CCTV.

The personal data collected and processed by JESCC for this purpose includes, but is not limited to:

- Audio recordings of 999 calls
- Audio recordings of general phone calls
- Caller information (including name, address, gender, date of birth, telephone numbers, online identifiers e.g IP address)
- Emergency contacts
- Locations at sea (Coastguard operations)
- Details of injuries sustained

We may also hold and process your special category data, including, but not limited to, information relating to your racial or ethnic origin; political opinions; religious or other beliefs of a similar nature; trade union membership; physical or mental health; sexual life or sexual orientation; offences, alleged offences and cautions; criminal proceedings, outcomes and sentences and genetic and biometric data.

We collect and process your personal data for a number of purposes, including, but not limited to:

- the delivery of public services, (Police, Fire, Ambulance and Coastguard)
- confirmation of your identity to provide certain services

- contacting you by post, email or telephone
- understanding your needs to provide the services that you request
- obtaining your opinion about our services
- updating your customer record
- helping us to build up a picture of how we are performing at delivering services to you and what services the people in our service area need
- allowing us to undertake statutory functions efficiently and effectively
- making sure we meet our statutory obligations
- handling requests for information and other general enquiries
- handling complaints, comments and compliments

### **Lawful Basis**

Where personal data is processed for purposes that are not a 'law enforcement purpose', the processing will be carried out in accordance with one or more of the lawful conditions set out in Schedule 2 of the Law (this list is not exhaustive and will depend upon circumstances):

- the processing is necessary for the controller to exercise any right or power, or perform or comply with any duty, conferred or imposed on the controller by an enactment
- the processing is necessary to protect someone's life, health and safety.
- the processing is necessary to perform a function that is of a public nature or a task carried out in the public interest.
- the processing is necessary in order to comply with an order or judgment of a court or tribunal.
- the processing is necessary in accordance with legal proceedings
- the processing is necessary for the administration of justice or for the function of a States or public committee

### **Where do we collect your information from?**

When JESCC process your personal data, it could be because you are involved in an incident that has been reported to the police, fire and rescue, ambulance and/or coastguard – perhaps as a witness, a victim or an individual who was involved in an accident, has suffered an injury or is involved in either an incident at sea or a result of vehicle collision or fire.

Information will be processed in various forms, including electronically in emails and in our electronic filing system and databases as well as in paper-based records. It may also be held in other electronic forms such as CCTV.

## **Sharing information**

JESCC may disclose personal data for the purpose of exercising any right or power, or performing or complying with any duty, conferred or imposed on the Controller by law or any enactment, or an order or a judgment of a court or tribunal having the force of law in the Bailiwick.

## **Helping us to train our staff and monitor their work**

Sometimes, our staff and other third parties listen to calls for training and learning purposes. All requests for third parties will be approved by the Controller who will consider the application on a case-by-case basis and in accordance with the requirements of the Law and Ordinance.

The Guernsey Coastguard are located within JESCC and the personal information gathered by the JESCC coastguard team during an emergency response will be processed by the Coastguard to facilitate and coordinate rescues, preserve the safety of life and to enable the Coastguard to carry out their public task. This information may be shared with the UK and French Coastguard and with the Marine Accident Investigation Branch (MAIB), who are part of the Department for Transport, so they can carry out their legal duties under the provisions of the Merchant Shipping (Accident Reporting and Investigation) Regulations, 2012. To see how the MAIB handle your personal data, please see their website.

In certain rescue circumstances it may be necessary for the Coastguard to share your personal data with global search and rescue authorities and those delegated competent authorities such as the police and other emergency services, the Royal National Lifeboat Institution (RNLI) and Channel Islands Air Search.

We will not disclose your information to third parties without your permission unless it is required for your direct care or there are exceptional circumstances, such as when it is justified for a purpose in the public interest. Examples of such exceptional circumstances include, but are not limited to:

- the prevention, investigation, detection or prosecution of a criminal offence within or outside the Bailiwick
- the monitoring and handling of risks to the public or emergency services staff
- the protection of vulnerable children or adults who are not able to decide for themselves whether their information should be shared
- complying with a legal duty, for example reporting certain infectious diseases, wounding by firearms and fulfilling court orders
- the use of information for research or statistical purposes

We will only share information where it is necessary and proportionate to the situation or emergency and with adequate safeguards in place to protect your personal data.

The States of Guernsey have a professional relationship with a third party supplier, Agilisys Guernsey Ltd., who provide support to and carry out maintenance on the IT infrastructure of the organisation. For Agilisys to carry out the function which they are contracted to provide, there will be instances where they may have sight of your personal data. The controller will only provide Agilisys with access to your personal data where there is a legitimate and lawful purpose for this access to be given in line with Schedule 2 of the Law and our internal policies and directives.

Your personal data may also be shared with the Scrutiny Management Committee ('SMC') and also the Internal Audit function of the States of Guernsey as may be required for the completion of their relevant functions. Furthermore, any personal data shared with SMC and Internal Audit will be limited and processed in accordance with conditions 5 and 13(b) of Schedule 2 of the Law.

#### **b. Purpose limitation**

*Personal data must not be collected except for a specific, explicit and legitimate purpose and, once collected, must not be further processed in a manner incompatible with the purpose for which it was collected.*

The controller acknowledges its responsibility with regards to this data protection principle and maintains that it will not further process that personal data in a way which is incompatible to its original reason for processing as specified in section 2a, unless the controller is required to do so by law. The personal data will not be transferred to a recipient in an authorised or an unauthorised jurisdiction (as per the definition within data protection law).

#### **c. Minimisation**

*Personal data processed must be adequate, relevant and limited to what is necessary in relation to the purpose for which it is processed.*

The controller maintains that it will only process the personal data which is detailed in section 2a, and will not process any further personal data that is not necessary in relation to the original reason for processing personal data as specified in section 2a, unless the controller is required to do so by law.

#### **d. Accuracy**

*Personal data processed must be accurate, kept up-to-date (where applicable) and reasonable steps must be taken to ensure that personal data that is inaccurate is erased or corrected without delay.*

The controller will ensure that all personal data that it holds is accurate and kept up-to-date, and any personal data that is inaccurate will be erased or corrected without delay.

#### **e. Storage limitation**

*Personal data must not be kept in a form that permits identification of a data subject for any longer than is necessary for the purpose for which it is processed.*

The controller will retain your information for a reasonable period and in accordance with our Service Retention Schedule

For more information on the period for which each emergency service retains your personal data, please refer to the relevant privacy notice for each of these services.

#### **f. Integrity and confidentiality**

*Personal data must be processed in a manner that ensures its appropriate security, including protecting it against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.*

The controller aims not to be intrusive, and we won't ask irrelevant or unnecessary questions. The information you provide will be subject to rigorous physical, electronic and administrative security measures to make sure it can't be seen, accessed or disclosed to anyone who shouldn't see it and to protect against unlawful processing, accidental loss, destruction and damage both on-line and off-line.

#### **g. Accountability**

*The controller is responsible for, and must be able to demonstrate, compliance with the data protection principles.*

**The contact details of the controller are as follows:**

The JESCC Manager

Police Headquarters, Hospital Lane, St Peter Port, Guernsey, GY1 2QN

Email: [contact@jescc.gov.gg](mailto:contact@jescc.gov.gg)

**The contact details for the Data Protection Officer for Home Affairs are as follows:**

Data Protection Officer for Home Affairs

Sir Charles Frossard House, St Peter Port, Guernsey, GY1 1FH

Tel: +44 (0)1481 220012

Email: [data.protection@gov.gg](mailto:data.protection@gov.gg)