



British Fire Services Association

Privacy Policy

Privacy Statement

At BFSA, we respect and protect the privacy of our customers and those who use our website. The following Privacy Statement provides details about how your personal information is collected and used. This privacy statement applies to this website, the products and services that are located in it, but not limited to the BFSA.ORG.UK domain.

If you have questions or concerns regarding this privacy statement, you should first contact BFSA as described below. BFSA complies with The Data Protection Act and The Privacy and Electronic Communications (EC Directive) Regulations 2003.

Information Collection and Use by BFSA

BFSA is the sole owner of information collected on this site. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement. BFSA collects information from our users at several different points on our website.

Our website offers several opportunities for visitors to register for promotional and informational mailings, online webinars and resources, and for assistance in evaluating our products and services. These registration forms enable users to opt-in to BFSA's mailing lists and require users to give contact information (such as name and email address). We use this contact information to send information about our company and our products and services. Notice is given at the point of collection to enable users to choose whether or not they consent to the usage terms. Those who have signed up and subsequently wish to withdraw their participation may opt-out of receiving future mailings at any time (see the choice/opt-out section below).

We also keep track of activity on our website via log files stored on our web servers. We collect information such as IP address, browser type and version, and pages you view. We also keep track of how you got to our site and any links you click on to leave our site. We use our logs of your website activity to assist us in offering you a personalised Web experience, to assist you with technical support, to diagnose problems with our server, to administer our website and to tailor our product and service offerings to you.

Access to Personal Information

BFSA will afford you a reasonable opportunity to review the personal information in your file, if you so request by email to generalsecretary@bfsa.org.uk

If BFSA is not able to provide access to some aspect of a customer's personal information, it will provide reasons for denying access such as; that by doing so would likely reveal personal information about a third party, or that it is confidential commercial information or attorney-client privileged communications, or that the information relates to a breach of an agreement or a contravention of law, or that its disclosure could reasonably be expected to threaten the life or security of another individual.

Customers have the right to request that inaccurate or incomplete information be amended as appropriate, by contacting BFSA as described above. BFSA will promptly correct such personal information.

Information Collection and Use

You may be asked to provide certain personal information in connection with the use of our products and services, such as when you respond to a survey or register for an event. If you choose to provide personal information, you should review our privacy policy. BFSA is not responsible for the privacy practices of our customers.



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Security and Privacy

We take every precaution to protect the confidentiality and security of your personal information by using industry-recognised security safeguards such as firewalls, coupled with carefully developed security procedures to protect your information from loss, misuse or unauthorised alteration.

BFSA takes care to reinforce the importance of our website visitors' security and privacy among our employees. Our employees are trained and required to safeguard your information and, using physical, electronic and procedural safeguards, we restrict access to personal information to those employees and agents for business purposes only. Additionally, we use internal and external resources to review the adequacy of our security procedures.

We will never share, sell, or rent your personal information with third parties for their promotional use. Occasionally, we enter into contracts with third parties so that they can assist us in servicing you (for example, providing customer service). The contracts prohibit them from using any of your personal information for their own purposes, and they are required to maintain the confidentiality of the information we provide to them. We may also disclose certain information to partners who introduced you to BFSA's services. Lastly, we may disclose or report personal information in limited circumstances where we believe in good faith that disclosure is required under the law. For example, we may be required to disclose personal information to cooperate with regulators or law enforcement authorities, to comply with a legal process such as court order, summons, search warrant, or law enforcement request.

Storage of Financial Details

We do not store credit card details, nor do we share customer details with any 3rd parties.

Choice/Opt-out

BFSA's Anti-Spam Policy tolerates only permission-based email. Users always have the opportunity to opt-out or change preferences via a link in the footer of all non-transactional email messages. These options are made available when you sign-up for our email lists and in email messages delivered from our company.

In addition, anyone receiving emails from BFSA on behalf of our customers always has the opportunity to opt-out of email messages via the opt-out link included in the link in the footer of the message. If you believe that you have received an unsolicited commercial email from BFSA on behalf of any of our customers, you may report it to us at generalsecretary@bfsa.org.uk

Notification of Changes

If we decide to change our privacy policy in any material way, we will post those changes on this website, so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our home page.



British Fire Services Association

GDPR Statement

The British Fire Services Association along with the majority of other organisations will be affected by the General Data Protection Regulations which come into force in May 2018. As a member of the association, we hold certain data about you. This letter will explain what data we hold and your rights.

Information held

Name (Personal or organisation), for Groups a contact person may be held.

For personal members; date of birth, date of joining fire service(where applicable), fire service details.

Address, telephone (landline and/or mobile), email address.

Subscription history.

The information held enables the association to communicate with you as well as collecting subscriptions and managing the activities of the association.

We do not share information held about members with external third parties. Information is passed to an authorised person in Districts (District Secretaries) for local activities as well as the Secretary of the Members Welfare Fund.

If you supply any items for the website which contain personal information you must indicate your consent for the item to be published.

The association will hold your data for as long as you hold membership. On ceasing membership some of your information will be transferred to the former members database in the event that you wish to make any claims from the Members Welfare Fund, although you will not receive any further communications.

You can request to see the data held (you will be asked for proof of identity) and if any information held is incorrect you can have it corrected. If you request that all data is deleted your membership will be terminated.

The association will use email as the primary communication source along with the website so please ensure we have the correct email contact details. If you do not have an email address, we will continue to use your postal address.

Yours sincerely,

Graham Howgate
General Secretary

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