



**Gofynner am/
Please ask for:** Information Governance
and Compliance
Tel: 01443232000
E-bost/E-mail: DataProtection@southwales-fire.gov.uk
Our ref: IG000130
Dyddiad/Date: 28/01/2020

RE: Request for Information held by SWFRS

Your request ref: IG000130 has been dealt with under the Freedom of Information Act 2000.

You asked us:

Does your organisation use a weather forecasting/monitoring service called Hazard Manager provided by the Met Office?

If so, please confirm whether this is a paid for service or provided free of charge.

Our response:

Anyone who works for a Category 1 or Category 2 organisation (as defined in the Civil Contingencies Act 2004) can access **Hazard Manager**. However, some of the services available through this portal will be restricted to approved users. For example, Flood Forecasting

The service is provided free of charge to SWFRS.

If you have any queries regarding your Freedom of Information request, please contact us at Dataprotection@southwales-fire.gov.uk quoting the reference number above in any future communication.

If you are dissatisfied with the way that your information request has been handled, you can request an internal review by writing to:

Information Governance and Compliance Officer
South Wales Fire and Rescue Service
Forest View Business Park
Llantrisant
CF72 8LX



If you remain dissatisfied with the handling of your request, you have the right to appeal to the Information Commissioner at:
Information Commissioner's Office-Wales,
2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH.

There is no charge for making an appeal.

Yours Faithfully

Information Governance and Compliance
Dataprotection@southwales-fire.gov.uk

Pencadlys Gwasanaeth Tân ac Achub De Cymru,
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

Ffôn 01443 232000 • **Ffacs** 01443 232180
www.decymru-tan.gov.uk

Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.

CODI YMWYBYDDIAETH - LLEIHAU PERYGL

South Wales Fire and Rescue Service Headquarters,
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX.

Telephone 01443 232000 • **Fax** 01443 232180
www.southwales-fire.gov.uk

We welcome correspondence in Welsh and English - we will respond equally to both and will reply in your language of choice without delay.

RAISING AWARENESS - REDUCING RISK