



**Gofynner am/  
Please ask for:**

Information Governance  
and Compliance

**Tel:**

01443 232000

**E-bost/E-mail:**

DataProtection@southwales-fire.gov.uk

**Our ref:**

IG000948

**Dyddiad/Date:**

16 July 2021

Dear Sir/Madam,

**RE: Request for Information held by SWFRS**

Your request ref: IG000948 has been dealt with under the Freedom of Information Act 2000.

You asked us:

**“Can you please provide a list of all call-outs to 39 Rembrandt Way, Newport since 1st May 2018 and a brief summary of the action taken on each call-out”**

Thank you for your request. South Wales Fire and Rescue Service can confirm that it holds the relevant information that you require however, it is exempt from disclosure. We are not obliged, under section 40(2) of the Freedom of Information Act, to provide information that is personal information.

If this information was released it would contravene provisions of the Data Protection Act 2018. In this instance, we believe that the release of this property specific information would contravene the first data protection principle of lawfulness and fairness. The information requested relates to a specific property, which relates in turn to occupant(s) or owner(s). The terms of this exemption being absolute, means that SWFRS does not have to consider whether or not it would be in the public interest for you to have the information.

Under the Act, we must provide you with advice and assistance. We would therefore suggest that you broaden the requirements of your request. We may possibly be able to offer limited, aggregated call-out information by area or by postcode should you require it. Should you wish to explore this route, please get back to us, in order to proceed forwards? (Please note that: if on the return of the information there are low numbers or any chance of identification then SWFRS may have the right to redact or refuse where appropriate, this will be on a case by case assessment)

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 YMWHYBYDDIAETH - 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**



If you wish to receive specific information about incidents/call outs to a particular address, please apply via the usual route of IRS application. A standard process involving application form, identification checks and relevant fees applies. We may require explicit consent from those involved in any incident at the time (usually owner/occupier) unless we have another legal obligation to disclose, such as a Court Order.

Normally, we can only disclose information to the person/people who were living in the property at the time of the incident. However, we understand that often it is the landlord/letting agent or insurers who will request the report – in those cases, we can release the report, provided we have the consent of the people who live in the property, or another legal justification to disclose. Without a lawful basis the report may be redacted or refused accordingly. This is essential, in order to comply with the Data Protection Act and to protect unwanted intrusions into individuals' rights to privacy.

If you have any queries regarding your Freedom of Information request or would like to make an IRS application, please contact us at [Dataprotection@southwales-fire.gov.uk](mailto: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

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