

**Privacy Notice
Durham County Council
Building and Facilities Maintenance
Lift Maintenance**

1. Who we are and what we do

Durham County Council
Building & Facilities Maintenance
Lift Maintenance

For the purposes of Data Protection, Durham County Council is the Data Controller for your information.

What we do

The Lift Maintenance Team undertakes lift servicing, preventative maintenance and repairs in accordance with regulations and contracts. We use personal information for our lift maintenance contracts to ensure lift servicing and repairs are delivered for the correct person and property.

2. What type of personal information do we collect and how do we collect it?

We collect the following personal information from you:

- Your name
- Your address
- Your contact details (or those of someone representing you)
- Information on any disability

We collect information about you:

- using paper based forms
- by telephone
- by email

This information is then stored on our Lifts database.

3. What is our power to obtain and use the personal data?

When we collect and use your personal information we rely on the following:

- **Contract:** You have entered a contract with us.
- **Public task:** The processing is necessary for us to perform our official function.

If we collect medical information about you to claim value added tax (VAT) relief we rely on:

- **Explicit consent:** given by you or your representative when completing and returning the 'VAT reliefs for disabled people – eligibility declaration by a disabled person' form issued by Her Majesty's Revenue and Customs (HMRC).

4. What is your personal information used for?

We collect and process information about you:

- to provide the service that you have requested.
- to provide VAT reductions as allowed for by HMRC.

5. Will your personal information be shared?

When we share your information we do it with the following organisations:

- HMRC as part of a VAT inspection/audit.
- Newcastle City Council as part of their responsibility to pay for lift repairs (please note this only applies to residents in Newcastle).

6. How do we keep your personal information secure?

The security of your personal information is important to us. This is why we follow a range of security policies and procedures to control and safeguard access to and use of your personal information.

7. How long will we keep your personal information?

After we deliver a service to you, we have to keep your information as a business record of what was delivered. The type of service will determine how long we have to keep it and this is detailed in our corporate retention guidelines. The retention period for financial records is the current year plus a further six years.

8. Is your personal information processed outside the European Economic Community (EEC)?

We do not process your personal information outside the EEC.

9. Marketing (if applicable)

At no time will your information be passed to organisations external to us and our partners for marketing or sales purposes or for any commercial use without your prior express consent.

10. What are your Information Rights?

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right:

- to have any inaccuracies corrected.
- to have your personal data erased.
- to place a restriction on our processing of your data.
- to object to processing and
- to request your data to be ported (data portability).

To exercise any of these rights please contact the Business Development team in the first instance.

You also have the right to request a copy of the personal information council holds about you. To do this, you can apply online or download an application form from the [DCC website](#) or you can contact the data protection team at dataprotection@durham.gov.uk.

To learn more about these rights please see the [ICO website](#).

If something goes wrong with your personal information, or you have questions about how we use it, please contact the Data Protection Officer at DPO@durham.gov.uk or by calling 03000 268050.

If we have not been able to deal with your complaint, you can also contact the [Information Commissioner's Office](#):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745

Fax: 01625 524 510