

<p style="text-align: center;"><b>Privacy Notice</b> <b>Durham County Council</b> <b>Hearing/Sight Impaired Impaired Registrations</b></p>
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This Privacy Notice explains how we use and share information. We will continually review and update this privacy notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law.

## **Who we are and what we do**

Under the Care Act 2014 Durham County Council has a statutory obligation to establish and maintain a register of sight impaired and severely sight-impaired adults who are ordinarily resident in its area. The Council may also maintain a hearing impaired register under the same Act. The Council is responsible for determining and implementing administrative and assessment in accordance with governing legislation.

Further information on how to apply to be registered as hearing impaired is available on the [Durham County Council Website](#).

For the purposes of Data Protection, Durham County Council is the Data Controller for hearing impairment registrations in County Durham.

## **What type of personal information do we collect and how do we collect it?**

The following information may be collected as part of an application for inclusion on the hearing impaired register:

- Name
- Address and contact details
- Date of Birth
- Marital Status
- Method of communication (e.g. British Sign Language – BSL, Sign Supported English - SSE)

The following special category data is collected:

- Ethnicity
- Details of medical information and hearing loss e.g. type of hearing aid
- Information from your Audiologist (for hearing loss) or Ophthalmologist (for sight impaired)

Information is collected by completion of an application form which can be submitted by post or emailed

## **What is our lawful basis to obtain and use your personal information?**

To enable us to provide services to you, it may be necessary for us to obtain relevant information and to share your personal information with others. To do so we will use the following legal basis for obtaining and sharing your information:

- processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- processing is necessary for the purpose of the legitimate interests pursued by the controller or by a third party

For special category data which is more sensitive information, we rely on the following:

- Health and Social Care - we use it to deliver health or social care services

## **What is your personal information used for?**

Durham County Council may use your information for the following purposes:

- For the administration and assessment of the hearing/sight impaired registration application in accordance with governing legislation.
- To confirm eligibility for concessionary travel
- Ethnicity is gathered for equality monitoring

## **Will your personal information be shared?**

Your information may be shared with the following:

## **How do we keep your 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.

## How long will we keep your information?

We must keep business records of our involvement with you. The type of service you receive will determine how long we have to keep your personal information.

Our [corporate retention guidelines](#) show how long we keep information for different services. Your records will be retained in accordance with the Adult and Health retention schedule as follows:

- for three years plus current year following the date of application or registration
- unsuccessful applications will be held 3 years plus current year following the date of application

## Is your personal information processed outside of the European Economic Community (EEC)?

We do not process your personal data outside of the EEC

## Marketing

At no time will your information be used or passed to others for marketing or sales purposes, or for any commercial use without your express consent.

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

**If you wish to exercise your information rights, please contact our Data Protection Officer at [DPO@durham.gov.uk](mailto:DPO@durham.gov.uk) or alternatively write to:**

DPO,  
Floor 4 Room 143-148,  
Durham County Council  
County Hall,  
Durham  
DH1 5UF

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

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

### **Further Information**

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the best standards to protecting your personal information. If something goes wrong with your personal information, or you have questions about how we process your data, please contact our Data Protection Officer at [DPO@durham.gov.uk](mailto: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