

**Privacy Notice**  
**Durham County Council**  
**Regeneration and Local Services**  
**Planning & Assets**  
**Environment and Design**

**1. Who we are and what we do**

**Who we are and What we do**

The Environmental and Design Service provides our customers and clients with specialist advice, guidance and support of the highest standard across the built and natural environment. As well as ensuring our skills assist the Council in meeting its statutory and strategic priorities, we also build productive relationships with partners to help them embed a strong environmental dimension to their development planning and proposals. We play a pivotal role in helping deliver an Altogether Greener County Durham.

Our remit covers professional and technical expertise in delivering high quality projects, plans and policies across the areas of urban design, conservation of heritage, landscape management, ecological assessments and the low carbon economy.

As part of our promotion work, we run annual Environment Awards where we take open nominations for a range of awards which are then presented to people/ organisations/ projects.

For more information see the [Durham County Council website](#).

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

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

**Why type of Personal Information do we collect**

We collect the following personal information about you:

- your name
- your address
- site information, address
- your telephone number(s)
- your email address
- payment details
- names of nominees for awards

**How we collect Personal Information**

The personal information referred to above may be collected through the following means:

- face to face meetings/interviews
- application forms
- telephone
- in writing
- online
- email
- awards events

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

To enable us to provide services to you it is necessary for us to use your personal information to help assess your needs and identify the most appropriate services available.

The legal basis for collecting and processing your personal information is as follows:

**Public task:** the processing is necessary for us to perform a task in the public interest or for our official functions;

**Contract:** You have entered into a contract with us

**Legitimate Interests** – processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party

### 4. What is your personal information used for?

Durham County Council holds information about Environment and Design service users in order to:

- Provide you with relevant advice and information
- Provide services or arrange for others to provide services to meet your needs
- To comply with legal obligations

We may not be able to help you or provide you with a service unless we have enough information.

### 5. Will your personal information be shared?

Your information may be shared with the following:

- Land or Housing developers
- The public for consultation
- Parish Councils
- Community Groups
- For archaeological finds that fall within the scope of the Treasure Act (1996) your details must legally be passed to the relevant local Coroner.

Your information will not be shared with other organisations unless we have your consent or there is a legal basis for doing so e.g. for the Prevention or detection of crime

### 6. How do we keep your personal information secure?

The security of your personal information is important to us. The records we keep about you are secure and are confidential within the Council. The Council have a range of procedures, policies and systems to ensure that access to your records are controlled appropriately.

Examples of our security include:

- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it;
- Training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong.

## 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. Our corporate retention guidelines show how long we keep it for different services. This ranges from months for some records to decades for more sensitive records.

The type of service you receive will determine how long we have to keep your information. Our [corporate retention guidelines](#) show how long we keep information for different services. The Environment and design Service will keep your records as follows:

The process of receiving, considering and responding to submission and objections to planning schemes and amendments. As above but also:- <ul style="list-style-type: none"><li>• Objections</li><li>• Public inquires</li><li>• Archaeological advice/conditions</li></ul>	Destroy 15 years after decision. High profile schemes may be offered to the archivist
Environment Awards	Current year plus 7 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

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:

- 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).

**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