

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 a number of projects such as the annual Environment Awards where we take open nominations for a range of awards, which are then presented, to people/ organisations/ projects, and the Durham Woodland Revival, which aims to restore and improve the access to publically owned woodlands.

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, or your organisation name
- your address
- site information, address
- your telephone number(s)
- your email address
- payment details
- names of nominees for awards
- surveys and opinion feedback

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
- by post
- awards events

For example, we may take photographs at events or projects, to promote the activity or to record the work being undertaken.

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, for example during planning applications.
- The public for consultation
- Parish Councils
- Community Groups, for example during volunteering activities and events.
- 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 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.

The datacentres processing payment information comply with ISO27001 and ISO14001 and are PCI DSS Level 1 accredited.

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
- Anonymising information that is shared or used in reports (removing personal data)
- Payment data in storage is encrypted to ensure it is secure.

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:

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

8. Is your personal information processed outside the European Union (EU)?

We do not process your personal information outside the EU.

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 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 the 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

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

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