

Privacy Notice
Durham County Council
Regeneration and Local Services
Business Durham - Business Space Team

1. Who we are and what we do

Who we are

Durham County Council
Regeneration and Local Services
Business Durham - Business Space Team

What we do

Business Durham is the economic development organisation for County Durham, delivering the environment for business and economic growth.

The Business Space Team manages a substantial and varied property portfolio across County Durham, providing space for over 300 businesses employing 1,600 people, including offices, factories, the Durham Dales Centre and the Region's only science park, NETPark.

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?

The type of personal information we collect:

For Tenancy Applications:

- Name, date of birth and nationality
- Home address, personal telephone number, personal e-mail address
- Business name, current business address, registered business address, company number, business telephone number, business e-mail address, website address
- Any social media links to your business e.g. Facebook page details, Twitter username, LinkedIn details etc.
- Financial information e.g. MINT report, cashflow forecasts, audited accounts and any other financial documentation as requested
- 2 forms of ID (one must show the proof of address)
- Bank details (if paying by direct debit)
- For Virtual office applicants only (where applicable) - your ID is to be signed by an independent person to confirm your identity. Business Durham will store these details as per our retention guidelines (please see Section 7).
- Contact details of your staff e.g. mobile number, e-mail address etc. in case of an emergency

When issuing keys and fobs for premises:

- Name
- Business name, telephone number and e-mail address
- Personal telephone number

For external customers when hiring Business Durham Meeting Rooms:

- Contact name
- Full business name

- Telephone number
- E-mail address (for queries)
- E-mail address (for invoicing)
- Company number
- Bill to and Ship to addresses

When signing in/out of Business Durham premises:

- Name
- Company
- Car registration number
- Who you are visiting
- Time in
- Time out

How we collect personal information:

For Tenancy Applications:

- Application forms (via e-mail and hard copy)
- Telephone conversations
- E-mail correspondence / letters
- Direct Debit mandate
- Virtual Office Agreement (where applicable)

When issuing keys and fobs for premise:

- Key / Fob Holder form
- Out of Hours Contact form

For external customers when hiring Business Durham Meeting Rooms:

- Customer ID request form - this form is used to obtain the above information in order to create a customer number

When signing in/out of Business Durham premises:

- Visitor Book
- Signing-in sheets / fire log

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. To do so we will use the following lawful basis for processing your information:

When we collect and use your personal information we rely on one or more of the following:

Lawful Basis (Article 6)

For Tenancy Applications:

- **Contract:** You have entered a contract with us.
- **Public task:** the processing is necessary for us to perform a task in the public interest or for our official functions

When issuing keys and fobs for premises:

- **Contract:** You/Your Employer have entered into a contract with us.

For external customers when hiring Business Durham Meeting Rooms:

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

When signing in/out of Business Durham premises:

- **Vital Interests:** it is necessary to protect someone in an emergency

Article 9 - Special Category Data

- Racial or ethnic origin

For Tenancy Applications - When we collect special category personal information we use it for research and statistical purposes

4. What is your personal information used for?

The Business Space Team collects and processes information about you for the following purposes:

For Tenancy Applications:

- To assess and process your Business Premises application
- To obtain a MINT report in relation to your business
- To verify your identity

When issuing keys and fobs for premises:

- To distribute your access keys and/or fobs for our business premises
- To produce a list of contact details for our records
- To produce a list of out of hours/emergency contact details

For external customers when hiring Business Durham Meeting Rooms:

- To generate a customer number to enable invoicing for use of our meeting rooms

When signing in/out of Business Durham premises:

- To ascertain who is in/out of the building in the event of an emergency.

5. Will your personal information be shared?

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

Examples of where we do share this data are below;

For Tenancy Applications:

- Utility Companies - your name, telephone number and e-mail address will be provided to the relevant utility company upon moving into your property. If you vacate the premise, your forwarding address will also be provided to the utility company.

- Fire Emergency Service, ADT Fire and Security and Safeguard Security NE Ltd, Protector or Direct Services - will all be informed of which unit/office you occupy in case of an emergency

When issuing keys and fobs for premises:

- Your Employer - should they submit a formal and reasonable request for access control data. This data will only be released if the request relates to a security matter.
- Managers and staff on site - should you need to be contacted whilst on site via your business number OR out of hours on your personal number if you are identified as an emergency contact
- Fire Emergency Service, ADT Fire and Security and Safeguard Security NE Ltd, Protector or Direct Services - will all be informed of which unit/office you occupy in case of an emergency

When signing in/out of Business Durham premises:

- With the emergency services and fire marshals/staff on site in the event of an emergency

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. Our corporate retention guidelines (<http://www.durham.gov.uk/dataprivacy>) show how long we keep it for different services. This ranges from months for some records to decades for more sensitive records.

For Tenancy Applications - The retention periods for this service are as follows:

- Lease agreements, tenant details and tenant interactions - to be destroyed 7 years after the end of the lease agreement
- If your enquiry / application does not progress to an actual tenancy in one of our properties we will keep your personal information for 3 years from the point of last contact.

When issuing keys and fobs - The retention periods for this service are as follows:

- Tenant/employee details and interactions - to be destroyed 7 years after the end of the lease agreement
- We must be informed by your employer should you leave the business. Once we receive this notification your personal information will be removed from all documentation within 1 month.

For external customers when hiring Business Durham Meeting Rooms - The retention periods for this service are as follows:

- Paid invoices are kept for the remainder of the financial year in which they are raised plus the following 6 financial years.

When signing in/out of Business Durham premises:

- Visitor books and signing-in sheets will be kept for a maximum of 6 months then destroyed.

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 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

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 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