

Privacy Notice Member Support Team

1. Who we are and what we do

Durham County Council's Member Support Team provides administrative and business support to all our 126 county councillors. The team assists Councillors with all aspects of their role, particularly with their casework and constituent enquiries through contact with services of the Council and through the Council's Customer Relationship Management Database (CRM).

The team also handles all correspondence and invitations / enquiries to the Chairman of the Council, Leader of the Council and Cabinet Members. The Member Support Team also administer the Small Grants Fund and the Chairman's Medal scheme.

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

If you have contacted the Member Support Team or your local Councillor, we will collect:-

- Your Name
- Your contact details (address, telephone number and or email address)

We need this information so that we can respond to your enquiry.

In some cases, such as assisting you with specific issues or specific organisations, we might need more information such as;

- Your national insurance number
- Your date of birth
- Signature
- Information about your health needs
- Details of family members

We need this information so that your query can be directed to the correct department of the Council and dealt with as quickly as possible.

In some rare cases, we might handle special category data such as medical information. This information is needed so that the appropriate support can be requested for you.

Your local Councillor or a Member Support Team Member may collect this information in writing, through conversation with you (i.e. telephone or in person) or via the Council website.

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

To collect and use your personal information, it is necessary for us to have a lawful basis: The ones that cover our work with your personal information are as follows:

Public task: the processing is necessary for the Council to perform a task in the public interest (i.e. respond to your query), and the task or function has a clear basis in law.

For the special category data, such as your medical information, we rely on the following conditions:

Explicit consent: that as an individual you have clearly agreed to let us use your special category information to help you with an issue or enquiry.

4. What is your personal information used for?

- To respond to your request for advice, guidance or information
- To respond to an enquiry or a complaint
- To process an application for Small Grant Funding from your local Councillor
- To organise attendance at an event on behalf of the Chairman of the Council
- To process an application for a Chairman's Medal

5. Will your personal information be shared?

In certain circumstances your personal information may be shared with other council departments or external organisations where we have a statutory obligation to share such as for the purposes of the prevention or detection of crime or for legal proceedings.

The Council will not share your information for marketing purposes.

6. How do we keep your personal information secure?

The security of your personal information is important to us. This is why we have a range of security policies and procedures to control and safeguard access to and use of your personal information. This includes the use of passwords and encryption where appropriate. Further general details on our security arrangements can be provided on request.

7. How long will we keep your personal information?

The reason for your contact with us will generally determine how long we keep your data for. We will only keep any or all of your information as long as we think it is necessary and proportionate to do so. Details as to our retention guidelines can be provided on request.

8. Is your personal information processed overseas?

No. Your personal information is held in the UK

9. Marketing (if applicable)

At no time will we use your information or pass it on to another organisation for marketing or sales purposes.

10. What are your Information Rights?

- Right to be informed – this notice is provided to you by the Council in compliance with this right.
- Right of access – if you would like to request a copy of your personal information we hold please complete and return our corporate [Information Rights Request](#) form
- Right to rectification – if you believe any information we hold about you is inaccurate, please let us know
- Right to erasure – in some circumstances you may have a “right to be forgotten”. You will need to contact us and tell us what personal information you want to have erased. We will let you know if we can comply with your request and give reasons if we cannot.
- Right to restrict processing – if you are not happy with the way we are processing your data, you can ask us to stop processing it. We will let you know if we can comply with your request and give reasons if not.
- Right to data portability – if you have consented to us processing your data by automated means, and you request a copy of your data, we will provide it to you in an organised, frequently used and machine readable form within 1 month (or 3 if the request is complex).

- Right to object – this right applies if the lawful basis for processing your data is something other than consent. You will need to contact us and explain the nature of your objection. We will respond to your objection within 30 days.
- Rights related to automated decision making and profiling – if we apply automated decision making or profiling, you may have the right to request human intervention. You should contact us and set out your concerns. We will respond to you once we have considered your concerns.

If you have specific concerns about how the Council has treated you in respect of any of the above rights, please contact us at dpo@durham.gov.uk . We will be able to deal with your concerns more quickly if you provide as much information as possible.

- You are also entitled to make a complaint to the Information Commissioner's Office (ICO), the independent regulator responsible for upholding information rights. You can find more information on the [ICO website](#) or contact them using the following details:

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