

Privacy Notice: Durham County Council

The Blue Badge Scheme

This Privacy Notice explains how we use and share information. We will 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.

1. Who we are and what we do

Under the Chronically Sick and Disabled Persons Act 1970, Durham County Council has a statutory obligation to maintain a register showing the holders of badges issued by the authority. It is responsible for determining and implementing administrative, assessment and enforcement procedures in accordance with the following governing legislation ([Disabled Persons \(Badges for Motor Vehicles\) \(England\) Regulations 2000](#) and [The Disabled Persons \(Badges for Motor Vehicles\) \(England\) \(Amendment\) Regulations 2019](#))

Further information on how to apply for a Blue Badge is available on the [Durham County Council website](#).

For the purposes of Data Protection, Durham County Council is the Data Controller for the Blue Badge Scheme in County Durham.

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

The following information is collected as part of the Blue Badge application and assessment process:

- Name (including surname at birth / or adoption)
- Address (including previous addresses in the last 3 years)
- Contact Details (including email address)
- Town of Birth
- Country of Birth
- Date of Birth
- Driving License Number
- National Insurance Number
- Vehicle registration numbers
- Proof of Identity (e.g. birth certificate) and proof of address (e.g. council tax bill)
- Payment details may be taken if you pay by card

We collect the following special category data

- Health and information including details of medical conditions affecting mobility, pain medication and assessment of walking ability
- Evidence to support automatic eligibility for a Badge (e.g. blind registration, payment of mobility allowances)

- Evidence to support those applicants applying under the hidden illness criteria (e.g. supporting evidence from a health care professional independent of the applicant e.g. OT, Physio, Psychologist, Psychiatrist)

Information is collected by completion of an application form which can be submitted on line, by post, over the telephone or by e mail. Supporting information is also collected from you to evidence your identity and eligibility. Information may also be collected as part of a mobility assessment if applying under physical disabilities. Social care records may be accessed to support your entitlement with your agreement (see below).

The Department of Works and Pensions (DWP) database may also be accessed in order to confirm you meet the automatic eligibility criteria relating to benefits that you receive, with your agreement (see below)

3. 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 lawful 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
- the data subject has given explicit consent to the processing of those personal data for one or more specified purposes**;

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

- the data subject has given explicit consent to the processing of those personal data for one or more specified purposes**
- Health and Social Care - we use it for the provision of health or social care or treatment or the management of health or social care systems and services

**Consent may be provided to enable access to social care information and the Department for Works and Pensions (DWP) information, to support evidence of entitlement to a badge.

If you have provided consent and subsequently wish to withdraw consent, you should contact bluebadgescheme@durham.gov.uk

4. 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 Blue Badge application in accordance with governing legislation.
- For the purposes of Blue Badge parking enforcement
- For the prevention and detection of crime or fraud including data matching under the [National Fraud Initiative](#)

5. Will your personal information be shared?

Your information may be shared with the following:

- Northgate Public Services, Valtech UK Limited and Allied Publicity Services (Manchester) Limited as part of a contract for the production of the blue badge
- The Council's parking enforcement team – this includes routine sharing of information on lost and stolen badges.
- Other local authority Blue Badge enforcement teams
- Police for parking enforcement
- Your name, address, date of birth, contact information and blue badge details will be shared with the Cabinet Office for data matching under the [National Fraud Initiative](#)

If you move address to another local authority, your Blue Badge Registration record may be transferred if requested by the new Local Authority.

6. 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.

All debit and credit card payments that we transact are encrypted to comply with the relevant statutory and financial requirements.

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 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. Your records will be retained in accordance with Durham County Councils records retention schedule for Adult and Health Services as follows:

- 1 year after expiry or cancellation of the badge
- 3 years for unsuccessful applications.

8. Personal information processed outside of the European Union (EU)?

We do not process your personal data outside of the EU

9. 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.

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:

- request a copy of the personal information the council holds about you
- have any inaccuracies corrected;

- have your personal data erased;
- place a restriction on our processing of your data;
- object to processing;

To exercise your rights, you can apply on line or download an application form from the [DCC website](#) or you can contact the data protection team at inforights@durham.gov.uk

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

11. 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 write to:

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

If we have not been able to deal with your query, 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