

Privacy Notice
Durham County Council
Children and Young Peoples Services
Adult Learning Service

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.

Who we are and what we do

The Durham County Council Adult Learning Service works with local communities, a range of voluntary organisations, employers and public health to deliver the training people need to help change their lives for the better. We ensure that provision is local and accessible, with training delivered in more than 100 venues across the County.

Courses include a broad range of opportunities for personal development, support for health and well-being and the chance to gain skills and qualifications for further education and employment.

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

For the purposes of Data Protection, Durham County Council is the Data Controller

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

In order to provide you with high quality and safe services which are relevant to your needs, the Council will collect and hold information about you. This may include:

- Basic details such as name, address, date of birth and contact details
- Learner reference numbers
- Education Information
- National Insurance Number
- Employment Status
- Benefit Status
- Information about prior learning
- Outcomes of your Literacy and Numeracy Initial Assessments

We also collect the following special category data:

- Ethnicity
- Information about disabilities or additional support needs
- Information about any current education support plans

We collect information about you in the following ways:

- Application form
- Face to face
- From other professionals

What is our lawful basis to obtain and use your personal information?

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 legal basis for sharing your information:

- processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract;

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

- the data subject has given explicit consent;
- For the provision of health or social care

What is your personal information used for?

Information will be used for the provision of Adult Learning and skills services.

Data will be used to evaluate and improve the effectiveness of the Adult Learning service provision for learners. This includes learner destination data, e.g. whether the learner has progressed to further education, paid employment, apprenticeship etc and how the course helped the learner.

Will your personal information be shared?

Sharing information is required to enable us to provide you with a range of training opportunities and to provide you with relevant support.

There are a range of professionals who may be involved in providing services to you and where appropriate will be provided with relevant information about you.

Agencies we may need to share information with include the following:

- Other colleges and education providers
- Ofsted
- Education Skills Funding Agency
- Other partner organisations we contract with for the collection of learner destination data and evaluation of services

There are other times not linked to your care and support where we may need to share your information lawfully. These include:

- Where there is a serious risk of harm to you or to others
- Where there are concerns for the welfare of a child
- For the Prevention or detection of crime
- Where a court order requires us to share information about you

Local Authorities also are required to pass on some information to the Education Skills Funding Agency who use it to help with their policy development, management

and funding decisions and to assist with the development of good practice. This information is anonymised which means you cannot be identified.

How do we keep your 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.

Anyone who receives information from us is also under a legal duty to only use the information for the purposes agreed and keep the information secure and confidential.

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. Adult Learner records will be retained for 7 years from end date of last course undertaken

Personal information processed outside of the European Economic Community (EEC)?

We do not process your personal data outside of the EEC

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.

What are your information rights?

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

- have any inaccuracies corrected;
- have your personal data erased;
- place a restriction on our processing of your data;
- 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