

<p style="text-align: center;">Privacy Notice Durham County Council Children and Young Peoples Service Progression and Learning- Help for Teens</p>

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

Durham County Council provides support for young people aged 13-19 (and up to 25 for those with special educational needs or disabilities or who are Looked After /Care Leavers) to assist them to progress into opportunities in learning and work. For more information see the [Help for Teens website](#)

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

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

The Council may collect and hold the following information:

- Names, address, date of birth, address
- Telephone/email contact
- Parents details and contact information
- Where you are learning or working
- The course or learning programme that you are on
- Information about your education, such as achievement, attendance or whether you receive additional support
- Whether you are in one of the groups who the local authority prioritise for additional support: e.g. young people who are: NEET (not in education employment or training; looked after, care leavers, young parents, young carers; working with the Youth Offending Service

We also collect the following special category data

- Gender
- Ethnicity
- Whether you have Special Educational Needs or Disabilities (SEND)

We collect information about you in the following ways:

- Face to face
- By secure email
- By post
- By telephone

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 task carried out in the public interest or in the exercise of official authority vested in the controller
- Processing is necessary for compliance with a legal obligation to which the controller is subject

We collect and hold the information under a duty placed upon local authorities to support the participation of young people in education employment or training by sections 18 and 68(4) of the **Education and Skills Act 2008**.

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

- 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

What is your personal information used for?

Processing is necessary for the provision of services in order to:

- Understand and meet your needs for advice and guidance to support your participation
- Make appropriate referrals to learning providers who offer relevant opportunities and to assist you in making plans for your future OR, to learning providers offering relevant opportunities
- We use data such as ethnicity and gender for equalities monitoring

Will your personal information be shared?

Your personal information may be shared with:

- Your school, college or learning provider to assist them in understanding your needs and providing support to you
- Local authority partners who may work with you to look for and take up appropriate learning and employment opportunities
- Other partner services that may be able to support your progression

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 ([hyperlink](#)) show how long we keep information for different services.

Education casework files containing relating to pupils who have received Education services will be retained for 25 years from date of birth.

Where there are Special Educational Needs or disabilities, case files will be held for 30 years from date of birth

Is your 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 the Data Protection Officer at DPO@durham.gov.uk or alternatively write to:

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