

**Privacy Notice
Durham County Council
Legal & Democratic Services
Governance Team**

1. Who we are and what we do

Durham County Council
Legal & Democratic Services
Governance Team

This team provides advice and guidance to councillors, officers, client departments, parish councils (clerks and councillors), schools, ombudsmen, regulators and responds to queries from members of the public.

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

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

We collect the following personal information about you:

- Your name and contact details (e.g. email address, telephone number)
- Details of your query, which may include sensitive information.

We collect information about you in the following ways:

- Referrals from councillors, officers or other parties
- Direct contact by you, either by letter, telephone or email

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

We collect and use your personal information so that we can perform:

- a task in the public interest or for our official functions.
- We may also need to collect it to fulfil our legal obligations.

Special Category Data

Special category data is any personal information that is one or more of these eight categories. Depending on the nature of your query, we may collect and use, special category data:-

When we collect special category personal information we must comply with further safeguards around the use of your data and will therefore rely on one of the following: -

Explicit consent You or your representative gave us explicit consent.

Comply with a law We need the information for Employment, or Social Security or Social Protection Law.

Vital Interests. Someone is in danger and cannot give consent.

Public Domain: you have made your information publicly available

Legal Rights: We need it for a legal case or a legal reason

4. What is your personal information used for?

The (Team) collects and processes information about you for the following purposes:

- To respond to requests for advice.
- To ensure the Council complies with its statutory duties

5. Will your personal information be shared?

We may share your personal information, with organisations including:

- County Durham and Darlington Police and Crime Commissioner
- Local Government and Social Care Ombudsman
- Other departments of the Council

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 service will determine how long we have to keep it. Our corporate retention guidelines [[insert hyperlink](#)] show how long we keep it for different services. This ranges from months for some records to decades for more sensitive records.

The retention periods for this service are as follows.

Code of conduct investigations	6 years after last action
Data protection queries	3 years after last action
FOI/EIR	3 years after last action
RIPA	3 years after end of authorisation
Legal Advice on a point of law	3 years after last action

8. Is your personal information processed outside the European Economic Community?

We do not process your personal information outside the EEC.

9. Marketing (if applicable)

At no time will your information be passed to organisations external to the Council or its 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).

To exercise any of these rights please contact the service in the first instance.

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](#).

If something goes wrong with your personal information, or you have questions about how we use it, please contact the Data Protection Officer at DPO@durham.gov.uk or by calling 03000 268 050.

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