

Privacy Notice
Durham County Council
Legal & Democratic Services
Land Charges

1. Who we are and what we do

Durham County Council
Resources
Legal & Democratic Services – Land Charges

The team provides specific advice in relation to Land Charges and maintains the Local Land Charges Register.

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

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

The type of personal information collected varies dependent upon the nature of the matter being dealt with. The type of information typically collected can include:

- Name, address and other contact details

How You collect Personal Information

We collect information about you in the following ways:

- By consent or personal contact
- By third parties, including referrals from officers or other parties providing information

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.

When we collect and use your personal information we rely on one of the following

Lawful Basis (Article 6)

- c) processing is necessary for compliance with a legal obligation to which the controller is subject;
- e) 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;

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 provide service delivery to our client services.
- To advise client departments in regard to the Council's statutory and regulatory functions.

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.

Some organisations your data will be shared with include:

- Solicitors who request a search or copy documents
- Members of the public who request a search

- Statutory Undertakers

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. We secure information by controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it. We also provide training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong.

7. How long will we keep your personal information?

After we deliver a service to our client department, 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 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 Land Charges are: registrations - remain until they are discharged; and search results - 12 years.

8. Is your personal information processed overseas?

We do not process your personal information outside the EU.

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 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