

Privacy Notice: Durham County Council Partnership and Community Engagement Durham Ask

This Privacy Notice tells you about what information we collect about you, how we use that information and who we share it with.

1. Who we are and what we do

The Durham Ask is an opportunity for local communities and organisations to take over the management and delivery of council facilities and services by transferring assets to local community control. Further information can be found at www.durham.gov.uk/communityassets

The Durham Ask team can be contacted on 03000264625 or by emailing comm.assets@durham.gov.uk

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?

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;

- Name
- Contact details (postal address, telephone number, email address, etc.)

We collect information about you in the following ways;

- Via expression of interest form which is emailed or posted to us.
- By telephone

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

To enable us to provide services to you we will use the following lawful basis for processing your information (Article 6)

Processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party

4. What is your personal information used for?

We use your personal data to contact you in relation to your Durham Ask proposal

5. Will your personal information be shared?

The information you provide may be shared with other Durham County Council services in order for them to advise on your proposal. For example, proposals will be shared with services who are responsible for the facility or service you have expressed an interest in.

On occasions the council may share your expression of interest with voluntary and community sector support organisations who inform the council on asset transfer.

6. 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.

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 will determine how long we have to keep it. Our corporate retention guidelines available on <http://www.durham.gov.uk/dataprivacy> show how long we keep it for different services. This ranges from months for some records to decades for more sensitive records.

Your information for Durham Ask will be retained until a lease or formal agreement is signed by the organisation you represent. If your proposal is viewed as not being viable you will be informed and your personal information will no longer be retained.

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