

Privacy Notice: Durham County Council Culture, Sport and Tourism-Wellbeing

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

Who we are and what we do

Culture, Sport and Tourism Service deliver programmes and provide access to:

- **Ways to Wellbeing** – a range of activities aimed at improving the physical and mental health and wellbeing of the community.
- **We are Undefeatable** – a local pilot supporting people with long term health conditions to be more active.
- **Durham Institute of Sport** – a programme aimed at supporting talented athletes through their development process
- **Community programmes** i.e. running, walking, cycling & arts & culture.
- **Thrive Personal Training** – delivered within Leisure Centres
- **Thrive Active Virtual** (interim digital app) – A digital app for residents to receive free workouts and challenges in partnership with Technogym Mywellness.
- **Borrow a Bike** - a programme to enable residents who are now avoiding the use of public transport or sharing lifts/transport to return to work by using a bike, initially for a period of three months.
- **Move one to one support service** – A one to one appointment providing confidential advice and signposting around physical activity and membership options, followed by 12 weeks of support including follow up calls and appointments.

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?

If you have contacted us, we will collect:

- your name
- your contact details (address, telephone number and or email address) and
- your place of work (to establish eligibility for the Borrow a Bike programme).

When you contact us we will also collect:

- **your age/date of birth:** to assess eligibility and/or for discounted rates e.g. over 60, under 19.
- **special category data:** we may collect data on gender – *this is due to some activities being gender specific*, and employment status, ethnicity and sexual orientation. We collect this data as it is vital we monitor and analyse our diversity so we can ensure our services are fair. Any information provided which is sensitive by nature will be treated as strictly confidential and will be generally anonymised and only used for statistical purposes. No information will be published or shared in any way which allows an individual to be identified.

- **your health details.** This is important, where you are using some of our facilities or participating in one of our programmes (including Thrive Personal Training), for physical performance monitoring, health and wellbeing purposes. This information is used to assess appropriate levels of exercise and also to track progress and develop programmes to help you.

The above data is necessary for us to be able to supply the right level of service to you in a safe manner e.g. health information to ensure you are accessing the most appropriate programme or facilities. This includes a base level of activity at the start of the programme, whether you suffer from specific medical conditions, and an emergency contact number to allow us to assist you in the event of a medical emergency.

We may collect this information:

- in writing
- through conversation with you (i.e. telephone or in person) or
- via digital means such as the website and Mywellness app

You may choose to withdraw your consent for us to hold your data at any time but it may not be possible for us to continue to provide services for health and safety reasons.

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

The lawful basis to process personal data is outlined in the General Data Processing Regulations:

Personal Data (Article 6)

1(a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes;

Special Category Data (such as Health Data) is outlined in Article 9

2(a) The data subject has given explicit consent.

What is your personal information used for?

Durham County Council is responsible for the collection and secure storage of all data collected in connection with the services provided.

As part of this process, when you choose to participate in any of the programmes listed in point 1 above, you will be agreeing to receive information about that programme and any further development of that programme which may be of interest to you e.g if you cycle we would recommend alternative routes which may be of interest to you or we may suggest swimming or fitness classes.

For children under 16 parental consent will be required.

The Culture and Sport team collects and processes information about you to:

- help you to access our services.
- help you to use those services safely.
- inform future service delivery and improve what we provide for you.
- inform you of any changes to, or disruptions in, any services.
- signpost you into other services that maybe of interest to you

- keep in contact with you and help you to make the most of our service offer.

If you are signed up to the Mywellness app, please refer to the Techogym privacy policy for further details by visiting:

<https://www.mywellness.com/cloud/Terms/Privacy>

Will your personal information be shared?

For all activities your personal data will not be shared for any purposes other than administration of the programme you have elected to participate in. If you participate in Thrive Personal Training or Move one to one support service only the Personal Trainers or advisors working for Durham County Council will have access to any additional personal information you have provided as part of that programme. This is in order to provide the best possible health, fitness and signposting advice.

The council shares anonymised statistical data with others i.e. funding providers and national governing bodies who compile statistics.

If you are signed up to the Mywellness app, please refer to the Techogym privacy policy for further details by visiting:

<https://www.mywellness.com/cloud/Terms/Privacy>

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.

The reason for your contact with us will generally determine how long we keep your data for. We will only keep your information for as long as it is necessary and proportionate to do so.

For example:

We hold your personal information in relation to the services referenced in section 1 for the life of their relevance, and for a maximum period of three years afterwards, for the purposes of evaluation of the success of the programme, audit and compliance. Further details on our retention guidelines can be provided on request.

If you signed up to the Technogym Mywellness app, your personal data will be processed for the entire time during which your registration to the Mywellness® Service is active. It will be anonymised immediately at the time of erasure.

Technogym may continue to process your personal data as data controller, on behalf of a Facility of which you are a member.

If you are signed up to the Mywellness app, please refer to the Techogym privacy policy for further details by visiting:

<https://www.mywellness.com/cloud/Terms/Privacy>

Personal information processed outside of the European Union (EU)?

We do not process your personal data outside of the EU

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.

We will only market our services to you if you have expressly given us consent to do so via either a manual or digital form.

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](#).

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