

Privacy Notice
Durham County Council
Regeneration and Local Services Area
Resources & Development Team

1. Who we are and what we do

Durham County Council
Regeneration and Local Services
Resources & Development Team

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.

The team provides the service area with a wide ranging resources and development support function, encompassing;

- Training & Development
- Apprenticeships, coordination, promotion and management
- Records management
- Governance – Service Constitution & Delegations
- Forward Plan (Management Team Reports)
- Agency Worker coordination
- Work Experience Placements
- Service Inductions
- Resource management – mobile SMART phones
- ICT service queries and security access permissions
- CCTV coordination
- Liaise and work closely with the Business Support Manager and other services

For more information see the [Durham County Council website](#).

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?

We collect the following types of personal information about you in order to provide our services;

- Name, Title, Team, Age, Service area
- Email (work and/ or private)
- Mobile phone numbers
- Equal opportunities monitoring information, including disability
- Images – from events, courses and awards
- Feedback and comments
- Qualifications held
- Appraisal training plans
- Training results
- Passport information
- Gathering and checking next of kin contact information
- mobile device usage data to manage the contract

- References
- Right to Work in the UK document
- Disclosure and Barring Scheme records

How You collect Personal Information

We collect information about you in the following ways:

- online
- paper
- sharing information from other internal workforce related areas
- verbally
- in person

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

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 lawful basis for processing your information:

- The data subject has given consent to the processing of his or her personal data for one or more specific purposes;
- 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

Where more sensitive data is involved such as equality or health information (referred to as “Special Category” data) then an additional basis is required to process this data. For special category data we rely on the following:

- The data subject has given explicit consent to the processing of those personal data for one or more specified purposes

4. What is your personal information used for?

We collect and processes information about you for the following purposes;

- To assist in the booking of suitable training courses
- To identify patterns and training trends
- Apprenticeships – to recruit, coordinate, manage and train apprentices
- Work experience placement management and coordination
- Agency workers – to recruit, coordinate and manage agency workers for the service
- Mobile phone records – to manage the records of employees who use Council supplied mobile equipment

5. Will your personal information be shared?

Your information will not be shared with other organisations unless we have your consent or there is a legal basis for doing so e.g. for the Prevention or detection of crime

For example, with your consent we may occasionally share your information with training course providers to ensure the course is suitable, this information may include your current and previous job roles, and your existing qualifications held;

- Training providers including Colleges & Universities

- Work experience providers
- Apprenticeship providers

If you would like more information please contact us at ReaLTraining@durham.gov.uk

6. How do we keep your personal 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.

Examples of our security include:

- Encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a password).
- 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;
- 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 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.

The type of service you receive will determine how long we have to keep your information. Our [corporate retention guidelines](#) show how long we keep information for different services.

For example;

- work experience information will be kept for 3 years and then anonymised for statistical purposes

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

We do not process your personal information outside the EEC your personal information.

9. Marketing

At no time will your information be passed to organisations external to us and our 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:

- Have any inaccuracies corrected;
- Have your personal data erased;
- Place a restriction on our processing of your data;
- Object to processing; and
- Request your data to be ported (data portability).

If you wish to exercise your information rights, please contact our Data Protection Officer at DPO@durham.gov.uk or alternatively write to:

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