

Privacy Notice
Durham County Council
Regeneration & Economic Development
Business Durham Opportunities Programme (ERDF)

1. Who we are and what we do

Who we are

Durham County Council
Regeneration and Local Services
Business Durham – Durham Business Opportunities Programme

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.

What we do

The Durham Business Opportunities Programme (DBOP) is delivered by Business Durham. Business Durham engage with the business community across County Durham. This means we respond to enquiries for business support as well as proactively engage with businesses through organised events and intensive strands of support. We use personal information to respond to requests for business support and to monitor attendance at events.

For further information on the services provided please visit www.businessdurham.gov.uk

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, store, and process a small amount of personal information about you;

- Name, Job Title
- Business details such as size, turnover and sector
- Company address and details
- Email & mobile phone contact numbers
- Details of any assistance we provide you with

Much of the information we hold will have been provided by you as our customer, for example when we advise you, when you sign up to our services, or when you ring us, or we call you.

Some information may also come from external agencies, intermediaries or others who have referred you to us for assistance (and where you have given them the permission to pass on their details to us).

How You collect Personal Information

We collect the above personal information from you in the following ways:

- Business engagement forms
- Telephone enquiry
- Email
- Face to face meetings
- Business cards
- Events

- On-line

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; for example, we ask you for this consent when registering for a Business Durham service.
- 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. For example, to deliver business support services. As part of this process we must check eligibility.
- Legal obligation – It is necessary to meet a legal obligation. As part of the ERDF grant funding which supports the DBOP project, we must keep records in-line with funding regulations in order to demonstrate the work had been carried out, and to the required levels of quality.

As a government funded service we also need to collect and monitor some baseline and impact data about your business and retain details for audit purposes.

4. What is your personal information used for?

We use your information to enable us to run our business and manage our relationship with you effectively, lawfully and appropriately.

We will also use your information to:

- Send you updates about the Durham Business Opportunities Programme;
- Let you know about other business support opportunities and events from Business Durham, but only where we feel that these will benefit your business;
- Measure the quality of our services and improve them, through customer satisfaction, feedback and evaluation;
- Help us to service customers' needs more effectively;
- Better understand the local business market;
- Analyse our impact on the wider economic development of County Durham;
- Ensure we meet our targets and other contractual commitments;
- Notify you about changes to our services; and
- Prevent and detect fraud and irregularity.

You can contact us at any time if you want to be removed from our marketing lists.

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, we are required to disclose your details to funders, auditors, advisers and authorities including ERDF auditors and the Ministry for Housing, Communities and Local Government (MHCLG)

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?

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:

- 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.

In accordance with ERDF retention guidelines, we are required to retain beneficiary data until 31/12/2033.

8. Is your personal information processed outside the European Union (EU)?

We do process some information outside of the EU. Any event registrations are usually processed using Eventbrite. Mailshots and mass communications are processed by MailChimp.

9. Marketing

At no time will your information be passed to organisations external to us for marketing or sales purposes or for any commercial use without your prior expressed 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 hold 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