

Privacy Notice
Durham County Council
Regeneration and Local Services
Training & Development
City and Guilds and NPORS Accredited Training and/or Assessment

1. Who we are and what we do

Durham County Council's Regeneration and Local Services Training and Development team is responsible for the:

- delivery of accredited training and qualifications – City and Guilds
- delivery of accredited training and assessments – National Plant Operator Registered Scheme (NPORS)

to both internal workers and employees of external organisations.

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

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

Prior to or during your training with us, we collect the following personal information:

- Your name
- Your address (NPORS only)
- Your national Insurance number (NPORS only)
- Your date of birth
- Your (or company) contact details (telephone number and/or email address)
- Emergency contact telephone number (NPORS only)

We collect information about you:

- When your NPORS training and/or assessment is carried out by our registered instructor
- At registration, immediately prior to or when you attend a City and Guilds approved course with us.

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

When we collect and use your personal information:

- for DCC workers we rely on **public task** as the processing is necessary for us to perform our official functions by ensuring that they are suitably trained and competent.
- for external organisations the processing is necessary for the performance of a **contract**.

4. What is your personal information used for?

The Training and Development team collects and processes information about you:

- to register you with the awarding body
- to apply for awarding body qualifications
- to apply for industry-accredited registration cards

5. Will your personal information be shared?

When we share your information we do it with the following organisations:

- NPORS – to register and acquire accreditation/card
- City and Guilds – to register and acquire accreditation/certificate
- Street Works Qualification Register (SWQR) – If you require a Streetworks Card.
- North East Regional Employers Organisation (NEREO) – if you require a Winter Service Operator Card

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?

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 show how long this is for different services. Training data is retained electronically.

For City and Guilds, we are required to retain information for 3 years from certification date. For NPORS, we are required to retain information for 7 years from certification date.

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

We do not process your personal information outside of the EU.

9. Marketing (if applicable)

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,
- 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).

If you wish to exercise your information rights, please contact the Data Protection Officer at DPO@durham.gov.uk or alternatively write to DPO, Room 143-148, Floor 4, County Hall, Durham County Council, 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 online 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 the Data Protection Officer at DPO@durham.gov.uk or call 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

Tel: 0303 123 1113 (local rate) or 01625 545 745
Fax: 01625 524 510