

**Privacy Notice**  
**Durham County Council**  
**Education Durham**  
**School & Governor Support Service (to include Governor Training)**

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.

### **Who we are and what we do**

Durham County Council operates a support service to school Governing Bodies. This is facilitated through the purchase of a Service Level Agreement.

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?**

In order to provide you with services the Council will collect and hold information about you. This may include your:

- Full name
- Home address
- Date of birth
- Contact details

We collect information about you in the following ways:

- Completion of a Nominated Governor Form
- By post
- By telephone
- By email

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

To enable us to provide services to you it is necessary for us to use your personal information. To do so we will use the following legal basis for sharing your information:

- 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
- Processing is necessary for the performance of a contract to which the data subject is party in order to take steps at the request of the data subject prior to entering into a contract
- processing is necessary for the purpose of the legitimate interest pursued by the controller or a third party

## **What is your personal information used for?**

Your records may be used to:

- Create a record in order to maintain a Governor Database (Synergy)
- Invite you to a meeting of the Governing Body/Committee
- Send papers for any meeting you have been invited to attend
- Maintain your attendance record
- Maintain your training record
- Communicate with you in relation to the school at which you are a Governor
- Communicate with you on governance matters to include training
- To support the management of HR issues in schools e.g. attendance management
- To facilitate consultation

Your information will also be used to provide assurance to the Council about the quality of services provided.

## **Will your personal information be shared?**

Information will be shared to help us to provide you with the best support available,

Agencies we may need to share information with include the following:

- Other Schools
- Durham County Association of Governors
- Other services/departments within Durham County Council

There are other times not linked to your support where we may need to share your information. These include:

- Where there is a serious risk of harm to you or to others
- Where there are concerns for the welfare of a child
- For the prevention or detection of crime
- Where a court order or employment tribunal requires us to share information about you

## **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. School & Governor Support Service will retain your personal data for the current academic year plus 10 previous Academic Years.

Our [corporate retention guidelines](#) show how long we keep information for different services.

## Is your 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.

## 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
- to 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](mailto: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](mailto: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](mailto: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