

# Privacy Notice Durham County Council Culture & Sport Festivals & Events Team

## 1. Who we are and what we do

### Who we are

The Culture & Sport Service manages festivals and events throughout County Durham.

To deliver these requires the collection and use of personal data for the purposes of managing a box office, a ticketing service for the event for the customer and keeping in touch with newsletters.

General access to the Food Festival is free however participation in some workshops and classes attract a charge and the purchase of a ticket is required to take part.

We also collect data from traders who will make an application to set up a stall at the event.

For the purposes of Data Protection, Durham County Council is the Data Controller.

### What we do

Program, curate, and deliver Seaham and Bishop Auckland Food Festivals.

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

### What type of personal data will we collect

If you apply for tickets we will collect the following information

- your name
- address
- email address
- telephone number
- your bank details - to facilitate a financial transaction by debit or credit card.

If you are a trader we will collect the following information

- your name
- address
- email address and
- telephone number
- your bank details - to take a financial transaction by debit or credit card.

If you would like to sign up for a newsletter regarding the festival

- your email address

How we collect this information

- via the food festival website.

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

Lawful basis to process personal data is outlined in Article 6, of the General Data Processing Regulations:

#### Lawful Basis (Article 6)

Processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.

### 4. What is your personal information used for?

To take part in the food festival we require the collection and use of personal data in the following context.

- To issue you with a ticket to enable you to participate in food workshops and or classes.
- To approve your application to trade from a stall at the event - for Trader Applications we will share your information with Channell Events who are contracted by Durham County Council to contact you to agree terms with you to take part in the event.
- To send you a newsletter – we will share your information with Luna Creative and Channell Events who are contracted by Durham County Council to issue the newsletter on our behalf.

### 5. Will your personal information be shared?

We will share your information where necessary to fulfil a legal requirement or within our legitimate interests such as for the prevention or detection of crime or for legal proceedings.

### 6. How do we keep your personal information secure?

The security of your personal information is important to us. This is why we have a range of security policies and procedures to control and safeguard access to and use of your personal information. This includes the use of passwords and encryption where appropriate to protect your financial information.

Further general details on our security arrangements can be provided on request or by visiting the website. If you suspect there may have been a data breach, or wish to make a complaint, please contact us immediately at [dataprotection@durham.gov.uk](mailto:dataprotection@durham.gov.uk).

### 7. How long will we keep your personal information?

Our corporate retention guidelines show how long we keep information for different services.

We hold your personal information in relation to the services referenced in section 1 for a maximum period of two years after the event for the purposes of audit and

compliance.

For financial details where you have transacted with our services we are obliged to retain information for a period not exceeding seven years from the date the data is captured.

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

We do not process your personal information outside 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. We will only market our services to you if you have expressly given us consent to do so via a form or via the website when you made your transaction.

#### 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:

- 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
- 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)

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