

**Privacy Notice  
Durham County Council  
Transformation and Partnerships  
Civil Contingencies Unit**

**1. Who we are and what we do**

Durham County Council  
Transformation and Partnerships  
Civil Contingencies Unit

The Civil Contingencies Unit (CCU) carry out emergency planning duties under the Civil Contingencies Act (CCA) 2004. This includes the writing of emergency plans for both Durham County Council, multi-agency organisations and communities. Within these plans there is a need to have contact information for Durham County Council staff, organisations, residents and business owners, so that in an emergency, these details can be used.

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 personal information about you:

- Name
- Address
- Contact number

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We collect information about you in the following ways:

- By email/ phone call.
- At community plan meetings.
- Information is then written in plans.

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

When we collect and use your personal information we rely on one of the following:

**Vital Interests:** it is necessary to protect someone in an emergency.

**Public task:** the processing is necessary for us to perform a task in the public interest or for our official functions. As stated in the CCA 2004, it is our duty to prevent, plan and respond to an event or situation that threatens damage to human welfare, environment or security.

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

The CCU collects and processes information about you for the following purposes:

- To enable Durham County Council and other responding organisations to plan, organise and manage an emergency response.

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

We do share your personal information.

When we share your information we do it with the following organisations through the web-based file storage platform Resilience Direct:

- CDD Fire and Rescue Service
- Durham Constabulary
- North East Ambulance Service
- British Transport Police
- Environment Agency

- NHS England
- Public Health England
- Highways England
- Northumbrian Water
- Northern Powergrid
- Network Rail
- Health and Safety Executive
- Darlington Borough Council

#### 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.

Resilience Direct has a secure log in system and only emergency response organisations who have been granted permission by the Local Resilience Forum coordinator can view the emergency plans.

#### 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 <http://www.durham.gov.uk/dataprivacy> show how long we keep it for different services. This ranges from months for some records to decades for more sensitive records.

The retention periods for this service are as follows.

- 7 years

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

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.

#### 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; and
- to request your data to be ported (data portability).

**To exercise any of these rights please contact the relevant service in the first instance.**

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](#).

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](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

**Telephone:** 0303 123 1113 (local rate) or 01625 545 745

**Fax:** 01625 524 510