

**Privacy Notice for the Food Safety and Wellbeing Team  
Durham County Council  
Environment, Health and Consumer Protection (EHCP)**

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

We are The Food Safety and Wellbeing Team, part of Durham County Council's Environment, Health and Consumer Protection Service. For the purposes of Data Protection, Durham County Council is the Data Controller.

The Food Safety and Wellbeing Team's roles are to ensure food produced, handled or sold within County Durham is safe to eat and correctly labelled. We do this by:

- Registering and inspecting food businesses
- Investigating food complaints
- Investigating cases of infectious disease, and
- Providing advice and training to members of the public, food handlers and food business operators.

For more information about our services, please see the [Durham County Council website](#).

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

If you are a food business operator (FBO), when we register and inspect your business we collect the following information about you:

- Your name
- Business name (if different from the above)
- Address (including the address of the FBO if is different to the business address)
- Telephone number (including the number of the FBO if is different to the business number)
- E-mail address (including that of the FBO if is different to the business e-mail address)
- The name(s) of your employees if they are food handlers and their food hygiene qualifications

If you are making a complaint about food or a food business, or you are requesting advice or training we collect the following information:

- Your name
- Your business name (if applicable)
- Address
- Telephone number
- E-mail address (if applicable)

When we investigate cases of infectious disease (including food poisoning), we collect the following information:

- Your name
- Your job or business name (if applicable)
- Address
- Telephone number
- E-mail address (if applicable)
- Details of your employment (or in the case of a child, their school details)
- Medical information, including when you became ill, symptoms and duration of illness
- Names of family members, or other contacts living at the same address, together with their employment or school details

We collect information about you in the following ways:

- Online forms
- Paper forms
- Telephone conversations
- Face to face meetings
- Copies of notifications
- From other agencies (for example Public Health England, or other local authorities)
- From copies of certificates
- From other people (for example people making a complaint about a business)

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

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

#### Lawful Basis (Article 6)

**Legal obligation:** it is necessary to meet a legal obligation

**Public task:** the processing is necessary for us to perform a task in the public interest or for our official functions

**Legitimate Interests** – the processing is necessary for the purpose of legitimate interests

When we investigate infectious diseases we collect health and genetic data because it is necessary to protect **public health (Article 9)**

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

The information we collect is used for the following purposes

- To register and regulate food businesses, and check compliance with food law
- To hold FBOs that fail to comply with the law to account
- To investigate complaints about food and food business
- To investigate the causes of infectious disease and prevent its spread
- To provide updates on the progress of investigations
- To offer training, advice and guidance to members of the public and businesses

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

Following registration and inspection of food businesses, information may be shared with

Details of Food Businesses and food Business Operators (FBOs) may be shared with the Food Standards Agency, the independent government department responsible for Food Safety.

Under prescribed circumstances, for example the prevention and detection of crime or for tax collection purposes, we may share Food Business or FBO personal information with:

- The Police
- HMRC
- Home Office Immigration
- Other Durham County Council departments for example, revenues and benefits

We share personal details relating to cases of infectious disease with Public Health England.

## 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 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 period for this service is 7 years.

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

We do not process your personal information outside the EU your personal information unless you specifically request us to do so, for example on an export certificate.

## 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 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