

Privacy Notice
Durham County Council
Regeneration and Local Services
Neighbourhood Protection

1. Who we are and what we do

Durham County Council
Regeneration and Local Services
Neighbourhood Protection
Vulnerability Intervention Pathway Service (VIP)

What we do

The VIP Service works directly with adult clients over the age of 18 years, who have come to the attention of partnership agencies because of presenting problems, support needs and repeat requirements for service.

The VIP Navigators work closely with partners within the Safe Durham Partnership (SDP). These partners include other DCC services, Durham Police, Fire & Rescue Service, health services, housing providers, the Probation Service / Community Rehabilitation Company (CRC), DVLA and voluntary sector organisations.

We encourage race equality, eliminate discrimination and foster good relations.

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?

Examples of personal information that we collect from you include:

- Name, address and date of birth
- Contact details (telephone number and/or email address)
- Housing information – tenure
- Data relating to criminal offences and convictions, if applicable (in accordance with article 10 of the General Data Protection Regulation).
- With your consent, we gather information relating to:
 - Accommodation
 - Employment
 - Finance
 - Mental health
 - Physical health
 - Substance misuse
 - Alcohol misuse
 - Relationships
 - Attitude / thinking / behaviour
 - Exploitation / sexual exploitation / pressurisation

If relevant, we may also collect information on your:

- faith
- nationality
- ethnicity
- sexuality
- age

- sexual orientation or
- health/disability

We collect information about you in a variety of ways including:

- face-to-face
- assessment tools
- by secure email from those professionals already involved with you
- by telephone
- by post
- from police reports and intelligence
- from the Police National Computer
- from other professionals who may be involved with you
- secure online referrals for the VIP Service
- overt surveillance cameras such as body cameras

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

When we collect and use your personal information we rely on:

- **Legal obligation** as the processing is necessary to comply with statutory obligations such as the Environmental Protection Act 1990, the Anti-social Behaviour, Crime and Policing Act 2014, Crime & Disorder Act 1998, and the Equality Act 2010.
- **Public task** as the processing is necessary for us to perform our official function as a Council.
- **Consent** as you have given your consent to the processing of your personal information. For example, we would use this to obtain details relating to your medical history. This will only be done with your consent.

For special category data which is more sensitive information, we rely on the following:

- Health and Social Care - we use it for the provision of health or social care or treatment or the management of health or social care systems and services
- Preventing or detecting unlawful acts as set out in Schedule 1 Part 2 of the Data Protection Act 2018.

10(1) This condition is met if the processing—

- (a) is necessary for the purposes of the prevention or detection of an unlawful act,
- (b) must be carried out without the consent of the data subject so as not to prejudice those purposes, and
- (c) is necessary for reasons of substantial public interest.

(2) If the processing consists of the disclosure of personal data to a competent authority, or is carried out in preparation for such disclosure, the condition in subparagraph (1) is met even if, when the processing is carried out, the controller does not have an appropriate policy document in place (see paragraph 5 of this Schedule).

(3) In this paragraph:

- “act” includes a failure to act;
- “competent authority” has the same meaning as in Part 3 of this Act (see section 30).

4. What is your personal information used for?

The information collected about you is used:

- to provide you with any support that may be appropriate
- to provide you with relevant advice and information
- to provide you with access to services that you may need

- to provide services or arrange for others to provide services to meet your needs
- to resolve problems in the community
- to prevent crime and antisocial behaviour

5. Will your personal information be shared?

We share your information with partnership organisations including:

- the Police
- health services
- housing providers
- voluntary organisations and charities such as Community Peer Mentors, County Durham Money Advice Service and local food banks
- Safeguarding services
- Victim care services, support services, housing services, and social care services.

We may also share your personal information where we have a statutory obligation to do so, such as for the purposes of 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 follow a range of security policies and procedures to control and safeguard access to and use of your personal information. Navigators have access to Police systems, and this is strictly controlled and password protected. Users have undergone a stringent vetting procedure which is reviewed every three years. DCC computer systems are password controlled and limited to relevant personnel. Secure email accounts are used for communications. When information is shared this is done in accordance with the Information Sharing Protocol which is owned by the SDP and conforms to the Information Commissioner's Office guidance. The datacentres processing payment information comply with ISO27001 and ISO14001 and are PCI DSS Level 1 accredited. Anyone who receives information from us is also under a legal duty to only use it for the purposes agreed and to keep the information secure and confidential.

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 and this is detailed in our corporate retention guidelines. For this area information is retained until the conclusion of administrative use, normally 7 years after the last contact.

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

We do not process your personal information of 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 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

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 the 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 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