

Employability Durham Privacy Notice

This Privacy Notice tells you about what information we collect about you, how we use that information and who we share it with.

Who we are and what we do

Employability Durham is part of the Regeneration & Economic Growth (REG) service grouping of Durham County Council responsible for supporting the creation and take up of jobs across County Durham by identifying labour force priorities and raising awareness of opportunities with employers and existing and/or potential employees.

We provide impartial information, advice and guidance and intensive 1-2-1 employment support to County Durham residents so that they can overcome their barriers and secure employment.

As all individuals are different we work to find a tailored solution that works best for each individual. Employability Durham can also offer funding to contribute towards the costs of any barriers that prevent someone from finding employment.

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

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

If you are an individual looking for support to help you move back into employment you are required to complete a paper-based registration form at your initial face-to face meeting with a member of our Employability Team staff. When you complete this form we ask and gather information on the following:

- Your Name
- Date of birth
- Current address
- National Insurance Number
- Telephone Number
- Email address
- Household situation
- Current qualifications
- Employment status
- Current benefits you are claiming

We collect the following special category data:

- Nationality
- Sex
- Ethnicity
- Information about health or disability

We collect information about you in the following ways:

- Paper forms
- Photographs
- Telephone conversations
- Face to face meetings

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

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

Lawful Basis (Article 6).

Public task: the processing is necessary for us to perform a task in the public interest or for our official functions: (see part four).

Legitimate Interest: the processing is necessary for tasks such as performance management to ensure we manage the service effectively and efficiently.

The conditions for processing special category data under Article 9 are:

(2)(g) – processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject;

The substantial public interest processing condition identified is that the processing is necessary for statutory and government purposes.

What is your personal information used for?

As part of all our Employability programmes we have a duty of care to ensure that public money is used appropriately and is focussed on those individuals most in need. The information we collect is used for the following purposes:

- To ensure we adhere to European Social Fund (ESF) funding and grant requirements and to evidence eligibility of participants.
- To understand and meet your needs for advice and guidance to support your progression to employment or training
- To make appropriate referrals to partners who offer relevant employment and training opportunities.
- To make appropriate referrals to partners who offer relevant support to help you overcome your barriers.
- To report anonymised statistical data to the Department for Work and Pensions or other external grant funding organisations on participants of our programmes so that we can claim the funding and outputs.

- We process your special category data as it is a requirement for us to evidence eligibility, to ensure we are providing Equal Opportunities, and to ensure any support meets your health and welfare needs.

Will your personal information be shared?

In certain circumstances your personal information may be shared with other council departments or external organisations where we have a statutory obligation to share such as for the purposes of the prevention or detection of crime

Furthermore, your personal information may be shared with a third party for the various reasons including:

- Department of Work & Pensions (ESF) where we have contractual obligation to share this information to enable us to claim funding and outputs.
- Partners e.g. FE Colleges or training providers who may work with you to look for and take up appropriate learning and employment opportunities.
- Other partner services that may be able to support you overcome your barriers and help your progression, such as Citizens Advice Bureau, Enterprise Agency, Wellbeing for Life, Health Providers etc.
- Organisations we contract for the evaluation of the services we provide.

For the purposes of internal grant funding personal information will be aggregated into anonymised data and statistics to share/feedback progress to senior managers and/or elected members.

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.

We secure information by controlling access to systems and networks, which allows us to stop people who are not allowed to view your personal information from getting access to it. We also provide training for our staff which allows us to make them aware of how to handle information and how and when to report when something goes wrong.

Once all files, either hard copy or digital, are no longer in use or at programme end they will be archived and kept until the end of the retention period.

How long will we keep your personal information?

After we deliver a service to you, we have to keep your information as a record of what was delivered. The type of service you receive will determine how long we have to keep your information.

Our corporate retention guidelines show how long we keep information for different services. All client records will be retained for a period of 7 years unless it is stipulated by a third-party grant funder to retain the information for a longer period.

European funded projects supported through the ESIF Programme 2014-2020 are required to be retain project documentation until **31st December 2033**. Documentation must be retained, and not destroyed, until written confirmation has been received from the appropriate Managing Authority.

Personal information processed outside of the European Union (EU)?

We do not process your personal information outside the EU. Your personal information is held in the UK

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.

As part of ESF funding requirements, we must place a poster within any buildings used to deliver ESF funded programmes and be positioned in a prominent place.

What are your information rights?

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

- request a copy of the personal information the council holds about you
- have any inaccuracies corrected;
- have your personal data erased;
- place a restriction on our processing of your data; and
- object to processing.

To exercise your rights, you can apply on line or download an application form from the [DCC website](#) or you can contact the data protection team at inforights@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 or write to:

DPO
Floor 4 Room 143-148,
Durham County Council
County Hall,
Durham County Council
DH1 5UF

If we have not been able to deal with your query, 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