

Privacy Notice
Durham County Council
Regeneration and Local Services Area
Employability Services

1. Who we are and what we do

Durham County Council
Regeneration and Local Services
Employability Service

This Privacy Notice explains how we use and share information. We will review and update this privacy notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law.

The Employability Team is part of the Regeneration & Local Services (REAL) 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 also provide some training opportunities for those unemployed who join up for the scheme.

The service's main aim is to create sustainable places where people want to live, work, invest and visit; and creating an Altogether Wealthier County Durham. To achieve this, regeneration driven through a policy framework aimed at promoting economic growth to increase business registrations, household disposable income, GVA and primarily the employment rate.

For more information see the [Durham County Council website](#).

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 types of personal information about you in order to provide our services;

- Your name
- Your date of birth
- Your current address
- Your National Insurance number
- Your contact details
- Your nationality
- Your sex
- Your ethnicity
- Your household situation
- Your current qualifications
- Your employment status

We collect this information from you on a paper based referral form at your initial face-to-face meeting with a member of our Employability Team staff.

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

To enable us to provide services to you it is necessary for us to use your personal information to help assess your needs and identify the most appropriate services available. To do so we will use the following lawful basis for processing your information:

- The data subject has given consent to the processing of his or her personal data for one or more specific purposes;
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

Where more sensitive data is involved such as equality or health information (referred to as “Special Category” data) then an additional basis is required to process this data. For special category data we rely on the following:

- The data subject has given explicit consent to the processing of those personal data for one or more specified purposes

4. 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. Therefore, we require certain personal information to enable us to accurately identify and verify if participants are within the target groups, for example, specific age group, geographical area, employment status etc.

For external grant funding we are under contractual obligations to provide this information to a grant funder to enable us to claim the funding and outputs.

5. Will your personal information be shared?

For the purposes of internal grant funding personal information will generally be aggregated into depersonalised data and statistics to share/feedback progress to senior managers and/or elected members. There may be some occasions when personal information needs to be disclosed to the Internal Audit Team of Durham County Council to verify outputs, finances and to check that sufficient systems are in place to monitor and collect information. DCC Staff receive regular training around information sharing and will only share your data when necessary but you will always be consulted when it is felt that we can support you better by sign posting / referring you to a partner service.

In certain circumstances your personal information may be shared where we have a contractual obligation to share this information, for example, for the purposes of external grant funding we may need to provide information about all participants who benefit from a source of funding to the relevant funder.

6. How do we keep your personal information secure?

The security of your personal information is important to Durham County Council which is why all forms received as part of any of our Employability Programmes are kept in an individual client file which is stored in a locked filing cabinet.

All electronic forms are kept securely on computer servers and only authorised staff will be able to have access to your information

Examples of our security include:

- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it;
- Training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong.

Once the hard copy file is no longer in use or at programme end, the process of archiving begins, files are taken to an external site to be archived in an approved location.

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.

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

For internal grant funding your client information is retained for a period of 7 years. However, for external grant funding it maybe stipulated by the funder to retain the information for a longer period.

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

We do not process your personal information outside the EU.

9. Marketing

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:

- Have any inaccuracies corrected;
- Have your personal data erased;
- Place a restriction on our processing of your data;
- Object to processing; and
- 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 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

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 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