

Privacy Notice: Durham County Council, Partnerships and Community Engagement Team

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

1. Who we are and what we do?

The Partnerships and Community Engagement Team are service within the Neighbourhoods and Climate Change Service of Durham County Council. The partnership team supports the work of the County Durham Partnership and its sub-groups and also manages the liaison with town and parish councils, faith groups, the Armed Forces and the voluntary and community sector. It also co-ordinates the council's commitment to assist vulnerable families under the county's humanitarian support programme.

We can be contacted at countydurhampartnership@durham.gov.uk

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 may collect the following personal information about you:

- Your name, address, email address, telephone number and other contact information that allow us to contact you or your organisation
- Position in organisation
- Your organisation's financial information for the purposes of making grant payments

How You collect Personal Information

We collect the above personal information from you in the following ways:

- When you contact us via our websites or social media
- By telephone
- Electronically through an online survey form
- Electronically if you contact us from an email address
- Letter response which you send us

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

When we collect and use your personal information we rely on the following lawful basis under Article 6 of the UK GDPR:

- the data subject has given consent to the processing of his or her personal data for one or more specific purposes. For example, receiving information about other grants available.
- 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

4. What is your personal information used for?

We collect and process information about you for the following purposes:

- To provide you with information regarding our services, and to develop and improve the services
- To ensure that the information we hold about you is kept up to date
- To process funding applications and make payments
- To monitor projects monitored or funded by Durham County Council
- To inform you of local events or initiatives that may be of interest to you
- To help us make informed decisions

5. Will your personal information be shared?

Information may be shared with other teams within the County Council who need to make contact with you or your organisation to provide services or tell you about services which may be of interest to you, or to carry out our duties if we are Landlord of your community building.

6. How do we keep your 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.

Examples of our security considerations 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
- Regular testing of our technology and ways of working including keeping up to date on the latest security updates (commonly called patches)
- Paper responses are scanned into electronic secure systems and then destroyed

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 you receive will determine how long we must keep your information.

Our corporate retention guidelines (<http://www.durham.gov.uk/dataprivacy>) show how long we keep it for different services.

The retention period for grant applications and payments is 7 years.

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

We do not process your information outside of the EU.

9. Marketing

We take your privacy seriously and will only use your personal information to deliver our service and to provide products and services you have requested from us.

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.

However, from time to time we may like to contact you with details of other services or information we provide. In these cases we will ask you for your 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:

- 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;
- 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](#).

11. 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