

## **Privacy Notice: Durham County Council, Neighbourhoods and Climate Change, Community Protection**

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](#)

The Community Protection Service represent Durham County Council and provide a business regulatory advice service to pre-start, new and existing businesses operating within County Durham.

We cover regulatory areas across environmental health, licensing and trading standards and our services include free signposting of advice, bespoke training and business support packages charged at cost price.

For more information about our business regulatory advice service, please contact

Durham County Council  
Community Protection Service  
PO Box 617  
Durham  
DH1 9HZ  
Tel 03000 261016  
Email: [ehcp@durham.gov.uk](mailto:ehcp@durham.gov.uk)

For the purposes of Data Protection, Durham County Council is the Data Controller

### [What type of personal information do we collect and how do we collect it?](#)

If you are requesting regulatory advice, training, or business support packages we collect the following information:

- Your name
- Your business name (if applicable)
- Your position in business
- Address
- Telephone number
- E-mail address
- Method of payment details (if applicable)

We may collect your Personal Data In a number of ways, for example:

- When you contact us using an online form
- When you contact us using a paper form
- When you contact us by telephone
- When you contact us by email
- When receiving your business card
- During your face to face meetings
- When you attend a training session
- When you request our business support services, such as an audit or appointment for advice
- During an audit or site visit you have requested from us

- When you complete and return a customer satisfaction survey that we use for performance purposes (although you are not obliged to respond to them)
- From payment details for a chargeable service
- From other people (where applicable) such as your employer
- From a Certificate of Attendance as a delegate of a requested training session

We also collect personal information from you when you communicate with us for any reason, including by email, postal mail, or telephone, and when you use our Services

#### 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 reason: -

##### Lawful Basis (Article 6) GDPR Contract

The processing is necessary for the performance of our contract with you to provide regulatory advice and business support packages. Without this information, we will not be able to process your booking and deliver a regulatory advice service.

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

Information is collected and used for the following purposes:

- To provide the advice and support service you have requested regarding regulations for your business
- To provide you with information you request from us
- To respond to your correspondence, so that we can effectively reply to your enquiries and requests
- To monitor the quality of our service, looking to develop and help improve the operation of our service
- To manage and administer payments for delivery of our chargeable business advice services
- To deal with any problems or complaints that arise when delivering our business advisory service
- To keep a record on the Council's secure electronic computer systems database.

#### Will your personal information be shared?

Durham County Council is under a duty to protect the public funds it administers and may use the information you have provided for the prevention and detection of fraud.

We may also share your information with other bodies responsible for auditing or administering public funds for these purposes such as the Police and the Department of Work and Pensions.

We may also provide information to the government's Cabinet Office under its National Fraud Initiative.

#### 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.

#### 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 have to keep your information.

Our corporate retention guidelines show how long we keep information for different services. The retention period for this service is 6 years after the event has taken place.

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

We do not process your personal data outside of the EU

#### 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.

#### 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](mailto: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](mailto: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