

## **Privacy Notice: Pause Durham**

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**

Pause Durham works with women for up to 18 months who have experienced, or are at risk of, repeated pregnancies that result in children needing to be removed from their care.

We aim to give women the opportunity to pause and take control of their lives, breaking a destructive cycle that causes both them and their children deep trauma.

For more information visit [www.pause.org.uk](http://www.pause.org.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?**

In order to provide you with high quality and safe services which are relevant to your needs, the Council will collect and hold information about you. This may include:

- Basic details such as your name, address and date of birth
- Immigration status
- Relationship information such as support network contacts
- Information relating to support needs
- Case notes for activities relating to the support you are receiving from Pause Durham
- Information from other professionals who may be involved with you

We also collect the following special category data:

- Gender
- Sexuality
- Ethnicity
- Health

We collect information about you in the following ways:

- Face to face
- By electronic means
- By post
- By telephone
- Referral form

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

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 legal basis for processing and sharing your information:

- The individual has given clear consent for us to process their personal data for a specific purpose.

At any time, you may contact us to withdraw this consent.

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

Your personal information will be used to enable us to give you the best possible services, support and advice. The data will be held in electronic format.

The information may also be used for statistical analysis within the Council to gauge quality of services provided.

### **Will your personal information be shared?**

Sharing information helps us to provide you with the best support possible.

We will only share relevant information about you with other services both internal and external to Durham County Council if you have given us permission to do so or where there is a legal basis for doing so. There are a range of professionals who may be involved in providing services to you and where appropriate will be provided with relevant information about you with your permission. Agencies we may need to share information with include the following:

- Harbour
- Humankind Drug and Alcohol Services
- Housing Solutions
- Debt/Benefits Support Agencies
- Adoption Team
- Other support agencies

There are times where we may need to share your information for safeguarding purposes, these include:

- Where there is a serious risk of harm to you or to others
- Where there are concerns for the welfare of a child
- For the Prevention or detection of crime
- Where a court order requires us to share information about you

### **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.

You should be aware that your information will also be stored on an online information management system provided by the national charity. Safeguards have been put in place to ensure your information is not accessed unnecessarily.

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?**

We must keep business records of our involvement with you. The type of service you receive will determine how long we have to keep your personal information.

Our [corporate retention guidelines](#) show how long we keep information for different services. Your records will be retained in accordance with Durham County Councils records retention policy as follows:

- The information will be retained for 6 years after you leave the programme in line with Durham County Council's retention policy.

### **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;

For information on exercising your rights please visit [DCC website privacy page](#) or contact the information management 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  
Chief Executive's Office  
Durham County Council  
County Hall  
Durham  
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)