

Privacy Notice
Durham County Council
Regeneration and Local Services
Highways Services (Street Lighting)

1. Who we are and what we do

Durham County Council's Street Lighting team is responsible for:

- The maintenance of all DCC street lights and illuminated signs within the county
- carrying out emergency repairs
- the repairing of faults

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?

When you contact us we collect the following personal information:

- Your name
- Your address
- Your contact details (telephone number and/or email address)

We collect information about you:

- if/when you submit an enquiry via an online form or
- by telephone when you contact our customer services' team.

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

When we collect and use your personal information we rely on:

- **Public task** as the processing is necessary for us to perform our official functions.

4. What is your personal information used for?

The Street Lighting team collects and processes information about you:

- to respond to a request you have made or
- to respond to a complaint

5. Will your personal information be shared?

We do not share your personal information.

6. How do we keep your personal 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.

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 will determine how long we have to keep it. Our corporate retention guidelines show how long this is for different services. The information regarding street lighting requests remains on the customer Relationship Management (CRM) system as a record of what action has been taken until the conclusion of its administrative use.

8. Is your personal information processed outside the European Economic Community (EEC)?

We do not process your personal information outside of the EEC.

9. Marketing (if applicable)

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,
- to have your personal data erased,
- to place a restriction on our processing of your data,
- to object to processing and
- to request your data to be ported (data portability).

If you wish to exercise your information rights, please contact the Data Protection Officer at DPO@durham.gov.uk or alternatively write to DPO, Room 143-148, Floor 4, County Hall, Durham County Council, 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 online 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**.

If something goes wrong with your personal information, or you have questions about how we use it, please contact the Data Protection Officer at DPO@durham.gov.uk or call 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

Tel: 0303 123 1113 (local rate) or 01625 545 745

Fax: 01625 524 510