

Privacy Notice
Durham County Council
Regeneration and Local Services
Clean and Green

1. Who we are and what we do

Durham County Council's Clean and Green Team are responsible for providing a variety of services within County Durham. This includes:

- **Grounds Maintenance** (including grass cutting, shrub and flower bed maintenance, tree and hedge maintenance, the maintenance of parks, open spaces, school grounds, cemeteries and closed churchyards, outdoor sports facilities, the inspection and maintenance of children's play areas and water safety features) and
- **Street Cleansing** (including sweeping of road channels, litter picking, dog fouling, dealing with incidents of dead animals, responding to fly-tips, flyposting and graffiti removal).

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 us.

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

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

- **Contract** as you have entered a contract with us (for those with a Service Level Agreement) and/or
- **Public task** as the processing is necessary for us to perform our official functions.

4. What is your personal information used for?

The Clean and Green Team collects and processes information about you:

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

5. Will your personal information be shared?

We may share your personal details with third party organisations such as town and parish councils, housing associations and utility companies, if your service request relates to their area of responsibility rather than that of Durham County Council.

This sharing is covered by agreements to share your privacy to the same level as we require of ourselves and data shared is strictly restricted to that necessary for delivering services.

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. This

varies from the current financial year plus two years to the current financial year plus six years. Other records held on the Customer Relation Management (CRM) system are retained for the duration of their administrative use. For more specific details see our retention guidelines.

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 the 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