

Privacy Notice
Durham County Council
Digital and Customer Services
Customer Feedback Team

1. Who we are and what we do

Durham County Council's Customer Feedback Team are responsible for:

- **Dealing with corporate complaints**
- **Managing customer compliments and suggestions**

Durham County Council is the Data Controller in terms of your information and Data Protection.

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)
- Any personal information relevant to your complaint, compliment or suggestion

We collect information about you:

- when you submit an enquiry via an online form, by telephone, face to face or by email 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:

- **Public task** as the processing is necessary for us to perform our official functions and **legitimate interests** to support performance management activity.

4. What is your personal information used for?

The Customer Feedback Team collects and uses information about you:

- to investigate and respond to a request you have made
- to investigate and respond to a complaint you have made
- to send you information regarding the progress of your request or complaint
- to record details of a suggestion or compliment from you

5. Will your personal information be shared?

We may share your information to support Local Government and Social Care Ombudsman investigations in the event of an escalated complaint or to support investigations relating to insurance claims and court cases.

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 your complaint relates to will determine how long we have to keep it. Our corporate retention guidelines show how long this is for different services and ranges from months for some records to decades for more sensitive records. The Service Level Agreements (mainly for schools and Town and Parish Council's) are retained for the current financial year plus an additional six. The corporate complaints policy states that all data will be held for a minimum of 2 years.

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

To exercise any of these rights please contact the relevant service in the first instance.

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