

Privacy Notice
Durham County Council
Regeneration and Local Services
Neighbourhood Protection

1. Who we are and what we do

Durham County Council
Regeneration and Local Services
Neighbourhood Protection
Gypsy, Roma, Traveller (GRT) Service

The GRT Service aims to meet the needs of Gypsy, Roma and Traveller communities who pass through the county, as well as working with local settled communities, councillors and key partners, to offer support and advice. Our key areas of work include the management of unauthorised encampments (UEs), Temporary Stop Over Areas (TSOAs) and awareness raising.

We encourage race equality, eliminate discrimination and foster good relations.

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?

We collect the following personal information from you:

- Your name
- The name(s), age/date(s) of birth and gender of any accompanying children
- The name(s) and ages/date(s) of birth of anyone with medical or accommodation needs on the UE/TSOA
- Whether you are considered to be vulnerable (or anyone in your household is)
- The make, model, colour and registration details of any trailers on the UE/TSOA.

We collect information about you from a variety of sources including from:

- paper forms completed whilst visiting you at your location
- information received through telephone calls
- emails
- via our Customer Services department
- Health Services
- the Education department (DCC)
- the police
- Developing Initiatives Supporting Communities (DISC) - a charity working in partnership providing help and support.

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 function
- **Legal obligation** in common law and under the Criminal Justice and Public Order Act (1994) in respect of UEs.

Special category personal information relating to health is collected to enable the provision of health or social care or treatment.

4. What is your personal information used for?

We collect and process information about you to enable us to work with our partners:

- to provide advice and support.

- to improve access to services such as health, education and training.
- to increase knowledge of housing issues and welfare benefits.
- to monitor the number of trailers and households/persons who travel through or resort to a UE or TSOA in County Durham.

5. Will your personal information be shared?

We work with other agencies to share best practice and appropriate information. We share your information with:

- DISC
- Health Services, including NHS and the charity Pioneering Care Partnership (PCP)
- Housing and commissioning services, Housing Solutions
- The police
- The courts, if applicable.

6. How do we keep your personal information secure?

The security of your personal information is important to us. We follow a range of security policies and procedures to control and safeguard access to and use of your personal information. The documents are scanned on to the DCC secure network and the information is input on to the service's database which has restricted access and is password controlled.

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 we do this for different services. Records relating to GRT are retained until the conclusion of administrative use.

8. Is your personal information processed outside the European Union (EU)?

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

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.

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. 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

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

Fax: 01625 524 510