

Privacy Notice
Durham County Council
Partnerships and Community Engagement
Durham Ask

This Privacy Notice explains how we use and share information. We will review and update this privacy notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law.

1. Who we are and what we do

The Durham Ask is an opportunity for local communities and organisations to take over the management and delivery of council facilities and services by transferring assets to local community control. Further information can be found at www.durham.gov.uk/communityassets

The Durham Ask team can be contacted on 03000264625 or by emailing comm.assets@durham.gov.uk

2. What type of personal information do we collect and how do we collect it?

- Name
- Contact details (postal address, telephone number, email address, etc.)

How You collect Personal Information

- Via expression of interest form which is emailed or posted to us.
- By telephone

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

To enable us to provide services to you we will use the following lawful basis for processing your information (Article 6)

processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party

4. What is your personal information used for?

We use your personal data to contact you in relation to your Durham Ask proposal

5. Will your personal information be shared?

The information you provide may be shared with other Durham County Council services in order for them to advise on your proposal. For example, proposals will be shared with services who are responsible for the facility or service you have expressed an interest in.

On occasions the council may share your expression of interest with voluntary and community sector support organisations who inform the council on asset transfer.

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 available on <http://www.durham.gov.uk/dataprivacy> show how long we keep it for different services. This ranges from months for some records to decades for more sensitive records.

Your information for Durham Ask will be retained until a lease or formal agreement is signed by the organisation you represent. If your proposal is viewed as not being viable you will be informed and your personal information will no longer be retained.

8. Is your personal information processed overseas?

We do not send your information outside the European Union

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:

- 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 on line 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