

**Wellbeing Privacy Notice  
Durham County Council  
Regeneration and Local Services  
Culture and Sport**

**1. Who we are and what we do**

Durham County Council  
Regeneration and Local Services  
Culture and Sport

For the purposes of Data Protection, Durham County Council is the Data Controller for your information.

Durham County Council Culture & Sport Service deliver programmes and provide access to:

- **Ways to Wellbeing** – a range of activities aimed at improving the physical and mental health and wellbeing of the community.
- **Durham Institute of Sport** – a programme aimed at supporting talented athletes through their development process
- **Community programmes** i.e. running, walking, cycling & arts & culture.

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

If you have contacted us, we will collect:

- your name and
- your contact details (address, telephone number and or email address).

When you contact us we will also collect:

- **your age/date of birth:** to assess eligibility and/or for discounted rates e.g. over 60, under 19.
- **special category data.** In addition we may also collect data on gender – *this is due to some activities being gender specific*, employment status, ethnicity and sexual orientation. We collect this sensitive data as it is vital we monitor and analyse our diversity so we can ensure our services are fair. Any information provided which is sensitive by nature will be treated as strictly confidential and will be generally anonymised and only used for statistical purposes. No information will be published or shared in any way which allows an individual to be identified.
- **your health details.** This is important, where you are using some of our facilities or participating in one of our programmes, for physical performance monitoring, health and wellbeing purposes. This information is used to assess appropriate levels of exercise and also to track progress and develop programmes to help you.

The above data is necessary for us to be able to supply the right level of service to you in a safe manner e.g. health information to ensure you are accessing the most appropriate programme or facilities. This includes a base level of activity at the start of the programme, whether you suffer from specific medical conditions, and an emergency contact number to allow us to assist you in the event of a medical emergency.

We may collect this information:

- in writing
- through conversation with you (i.e. telephone or in person) or
- via digital means such as the website.

**You may choose to withdraw your consent for us to hold your data at any time but it may not be possible for us to continue to provide services for health and safety reasons.**

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

Lawful basis to process personal data is outlined in Articles 6 of the General Data Processing Regulations:

#### **Lawful Basis (Article 6)**

- a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes;

#### **Special Category Data such as Health Data is outlined in Article 9**

- a) The data subject has given explicit consent.

### **4. What is your personal information used for?**

Durham County Council is responsible for the collection and secure storage of all data collected in connection with the services provided.

As part of this process, when you choose to participate in any of the programmes listed in point 1 above you will be agreeing to receive information about that programme and any further development of that programme which may be of interest to you. e.g. if you cycle we would recommend alternative routes which may be of interest to you.

For children under 16 parental consent will be required.

The Culture and Sport team collects and processes information about you to:

- help you to access our services.
- help you to use those services safely.
- inform future service delivery and improve what we provide for you.
- inform you of any changes to, or disruptions in, any services.
- keep in contact with you and help you to make the most of our service offer.

### **5. Will your personal information be shared?**

Your personal data will not be shared for any purposes other than administration of the programme you have elected to participate in.

The council shares anonymised statistical data with others i.e. funding providers and national governing bodies who compile statistics.

### **6. How do we keep your personal information secure?**

The security of your personal information is important to us. This is why we have a range of security policies and procedures to control and safeguard access to and use of your personal information. This includes the use of passwords and encryption where appropriate.

Examples of our security include:

- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it
- Training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong
- Regular testing of our technology and ways of working including keeping up to date on the latest security updates (commonly called patches)

Further general details on our security arrangements can be provided on request or by visiting the website. If you suspect there may have been a data breach, or wish to make a complaint, please contact us immediately at [dataprotection@durham.gov.uk](mailto:dataprotection@durham.gov.uk).

#### **7. How long will we keep your personal information?**

The reason for your contact with us will generally determine how long we keep your data for. We will only keep any or all of your information for as long as it is necessary and proportionate to do so.

For example:

We hold your personal information in relation to the services referenced in section 1 for the life of their relevance, and for a maximum period of three years afterwards, for the purposes of evaluation of the success of the programme, audit and compliance.

Further details on our retention guidelines can be provided on request.

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

We do not process your personal information outside 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 without your prior express consent.

We will only market our services to you if you have expressly given us consent to do so via either a manual or digital form.

#### **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 be informed – this notice is provided to you by the Council in compliance with this right.
- Right of access – Please see [www.durham.gov.uk/inforights](http://www.durham.gov.uk/inforights) .
- Right to rectification – if you believe any information we hold about you is inaccurate, please let us know.
- Right to erasure – in some circumstances you may have a “right to be forgotten”. You will need to contact us and tell us what personal information you want to have erased. We will let you know if we can comply with your request and give reasons if we cannot.

- Right to restrict processing – if you are not happy with the way we are processing your data, you can ask us to stop processing it. We will let you know if we can comply with your request and give reasons if not.
- Right to data portability – if you have consented to us processing your data by automated means, and you request a copy of your data, we will provide it to you in an organised, frequently used and machine readable form within 1 month (or 3 if the request is complex).
- Right to object – this right applies if the lawful basis for processing your data is something other than consent. You will need to contact us and explain the nature of your objection. We will respond to your objection within 30 days.
- Rights related to automated decision making and profiling – if we apply automated decision making or profiling, you may have the right to request human intervention. You should contact us and set out your concerns. We will respond to you once we have considered your concerns.

To learn more about these rights please see the Information Commissioner's Office (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](mailto:DPO@durham.gov.uk).

If we have not been able to deal with your complaint, you can also contact the ICO:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5 AF

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

Fax: 01625 524 510