

**Privacy Notice  
Durham County Council  
Regeneration and Local Services  
Fleet Services**

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

Durham County Council  
Regeneration and Local Services  
Fleet Services  
(Private Works)

The Fleet Services team offers a variety of Fleet services to the general public and organisations including MOTs, vehicle servicing, general repairs, Tachograph calibrations and winter checks.

For the purposes of Data Protection, Durham County Council (DCC) 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:

- your name
- your address
- your contact details (telephone number and/or email address)
- vehicle registration number(s)
- payment details

We collect this information from you:

- either by telephone when you make a booking
- by email and/or
- when you attend the vehicle reception.

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

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

- **Consent** as you have given consent to the processing of your data for a specific purpose
- **Contract** for those organisations who have entered a contract with us to deliver a service.

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

The personal information provided is used:

- to create a record on the fleet management system (FMS) of the work that you have requested on your vehicle
- to process payment upon completion
- for analysis but doesn't include personal data
- to record the history of any repairs.

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

We do not share your personal information outside of DCC.

**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. Only authorised staff involved in the processing of the works have access to the database on the FMS. The datacentres processing payment information comply with ISO27001 and ISO14001 and are PCI DSS Level 1 accredited. Access to the

payment system is strictly controlled by password and a code issued per transaction to a fob held by nominated staff. Payment data in storage is encrypted to ensure it is secure.

#### 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 this is for different services. Payment details are not retained after the transaction but receipts are kept for six years plus the current financial year and are then securely destroyed. Records relating to the works carried out are retained until the conclusion of administrative use.

#### 8. Is your personal information processed outside the European Union?

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 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](mailto: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](mailto: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](mailto: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