

Privacy Notice
Durham County Council
Regeneration and Local Services
Assets Management

1. Who we are and what we do

Who we are

Durham County Council
Regeneration and Local Service
Planning and Assets
Assets Team

What we do

The Asset Management Team provide the strategic management of the Council's assets, leading on property reviews to meet changing service needs, ensuring the property portfolio is fit for purpose, maintaining all information and data relating to the Council's assets.

The Property Management Team are responsible for the day to day management of assets disposal of surplus assets, land charges, acquisitions, leases, licences and valuation.

For further information about our services available please see the [Durham County Council website](#).

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?

Why type of Personal Information do we collect

We collect the following personal information about you:

- Name
- Contact details (postal address, telephone numbers, email address, etc)
- Proof of Funds such as Bank Account details
- Copies of Trading Accounts
- Proof of Identity such as .
 - Copies of driving licences,
 - Referees or guarantors,
 - Utility bills,
 - Company registration information,
 - Directors detail etc.

How we collect Personal Information

The personal information referred to above may be collected through the following means:

- When you email us
- When you write to us
- When you make a telephone enquiry
- When you subscribe to our Surplus mailing List
- When you complete a Property Transaction such as a Lease, Acquisition or Disposal, removal of a Restrictive Covenant etc.

- When you register your interest in a particular property
- When you are on our circulation list for property transactions

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

The legal basis for collecting and processing your personal information is as follows:

- a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes; for example, we collect your name and contact details when you register with us for information on new land and property sales.
- b) processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract; for example, we need your data when considering lease/ rental agreements with you.
- c) processing is necessary for compliance with a legal obligation to which the controller is subject; for example, when we report land sales to the Land Registry
- d) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller for example, we may need to contact you as part of a compulsory purchase order.

4. What is your personal information used for?

Durham County Council holds information about Assets Management service users in order to:

- To provide you with our services, and to develop and improve the services;
- To ensure that the information we hold about you is kept up-to-date;
- To protect, manage and administer your interest in surplus Assets within the County;
- To deal with any problems or complaints that arise in relation to your account;
- For assessment and analysis purposes to help improve the operation of our service;
- To prevent, detect and prosecute fraud and other crime;
- To manage your lease, licence or other property agreement, deal with queries and payments relating to this or for other purposes in relation to this interest.

We may not be able to help you or provide you with a service unless we have enough information.

5. Will your personal information be shared?

Your information will not be shared with other organisations unless there is a legal basis for doing so e.g. for the Prevention or detection of crime.

For example; while liaising with the Land Registry.

6. How do we keep your personal information secure?

The security of your personal information is important to us. The records we keep about you are secure and are confidential within the Council. The Council have a range of procedures, policies and systems to ensure that access to your records are controlled appropriately.

Examples of our security include:

- Encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a password).
- 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.

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 you receive will determine how long we have to keep your information. Our [corporate retention guidelines](#) show how long we keep information for different services.

The key retention periods for this service are as follows. Please note that these retention periods are under review.

SERIES	RECOMMENDED RETENTION PERIOD
Contracts executed as a Deed	12 Years after expiry
Other contracts	6 years after expiry
Trust Deeds - original and copy	Permanent
Leases	12 years after lease has terminated and settlement of terminal queries eg dilapidations
Capital accounting and supporting documents	6 years
Any property of historical significance	Permanent
CPO	15 years
All conveyancing transactions and advice	15 years
General enquiries	3 years
Agreements with architects, builders, etc	6 years after completion

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

We do not process your personal information outside the EU.

9. Marketing

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).

If you wish to exercise your information rights, please contact our Data Protection Officer at DPO@durham.gov.uk or alternatively write to:

DPO,
Floor 4 Room 143-148,
Durham County Council
County Hall,
Durham
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](#).

Further Information

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the best standards to protecting your personal information. If something goes wrong with your personal information, or you have questions about how we process your data, please contact our Data Protection Officer at DPO@durham.gov.uk or by calling 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
Telephone: 0303 123 1113 (local rate) or 01625 545 745
Fax: 01625 524 510