

**Privacy Notice  
Durham County Council  
Neighbourhood Protection  
Pest Control**

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

Durham County Council  
Neighbourhood Protection  
Pest Control

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

**What we do**

The Pest Control Team provides pest prevention and treatment services to individuals, businesses and other organisations. Personal information collected by the team is used to allow the delivery of these services.

**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
- Your address
- Your phone numbers and email address
- Details of your method of payment if you request a visit to treat pests on your property.
- Your signature on the 'Trapping and Monitoring Advice' form and/or on the 'Rodenticide Safety Advice' form.

We collect information about you:

- using an online form or
- by telephone when you contact us.
- on the form(s) you sign at the time of treatment.

All information is logged on to our customer relationship management (CRM) system.

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

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

- **Contract** as you have entered a contract with us to deliver a service.
- **Public task** as the processing is necessary for us to perform our official function.

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

The Pest Control team collects and processes information about you:

- to provide the service that you have requested.
- to allow it to clarify issues with you in relation to any pest problems you have reported on land or buildings belonging to the Council or other individuals.

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

When we share your information we do it with the following organisations:

- Northumbrian Water Ltd to allow them to investigate sewer defects that might be causing your pest problem.
- Your housing provider if they are responsible for property repairs that might solve your pest problem.
- Other Council services who are responsible for addressing matters that are contributing to your pest problem.

## 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. The datacentres processing payment information comply with ISO27001 and ISO14001 and are PCI DSS Level 1 accredited. 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 and this is detailed in our corporate retention guidelines. The retention periods for Pest Control is the treatment date plus five years. Your form of payment details are processed at the time of your booking and encrypted in our financial system. They are not retained on file for any period of time.

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

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

## 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 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) 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