

**Privacy Notice
Durham County Council
Neighbourhood Protection
Civic Pride**

1. Who we are and what we do

Durham County Council
Neighbourhood Protection
Civic Pride

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

What we do

The Civic Pride Team arranges or supports community events that tackle issues to improve the local environment so that areas are nicer places to live, work and play. Personal information collected by the team is used to allow the promotion and 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.

We collect information about you:

- by email
- in person or
- by telephone when you contact us.

All information is stored on the Council's IT system within a protected folder that is only accessible to staff involved in the management or delivery of Civic Pride activities.

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:

- **Consent:** You or a legal representative have given consent
- **Public task:** The processing is necessary for us to perform our official function.

4. What is your personal information used for?

The Civic Pride team collects and processes information about you:

- to provide and administer the service for which you have volunteered.
- to promote other community events which may be of interest to you.

5. Will your personal information be shared?

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.

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 and this

is detailed in our corporate retention guidelines. The retention period for Civic Pride is until the conclusion of administrative use which is approximately one year from the time of the project. If you have consented to further contact regarding future projects your details will remain on file until such time as you withdraw your consent.

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 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

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 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