

**Volunteering 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 provide access to volunteering opportunities across a range of areas such as:

- **Ways to Wellbeing** – a range of activities aimed at improving the physical and mental health and wellbeing of the community. *This is part of a programme delivered on behalf of Public Health and anonymised statistical data will be shared with them to track progress.*
- **Countryside work** – assisting with the maintenance of the land estate managed by the council including parks, the railway path network and other countryside assets.
- **Festivals & Events** – assisting customers to make the most of their festival experience
- **Libraries & Leisure Centres** – assisting with the delivery of events and services in venues
- **Cultural and Heritage venues** i.e. theatre or museum. – helping to enhance the visitor experience in theatres or museums or assisting with access to heritage collections managed by the council.
- **Community Sports & physical activity groups** – assist with administration, coaching and support activities.

**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).

Depending on the reason for your contact with us, we may also collect:

- **your age/date of birth:** to assess eligibility for discounted rates e.g. over 60, under 19.  
Special category data
- **Special personal data.** In addition we may also collect data on your status, such as employment or disclosure and barring as well as ethnicity – this is due to some activities requiring pre-activity checks or in order for us to return data to funders. (All information returned to funders is anonymised by removing any personal information which will identify an individual and reporting against statistical data only)
- **your health details.** This is important where you are using some of our facilities or participating in one of our programmes for 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.

Some of the above data may be necessary in order to supply the service to you e.g. health information to ensure you are accessing the most appropriate programme or facilities or information to be able to assist you in a case of 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 should you decide not to continue to use our services. To do this you will need to contact the Volunteer and Skills Manager by phone, email, or in writing, and advise them that you wish to withdraw from the scheme. Your personal data will then be deleted from the system.**

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

Lawful basis to process personal data is outlined in Articles 6a 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;

### **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 volunteer programme. Your data will only be used to administer the volunteer programme.

As part of this process, when you choose to volunteer for any of the services under point 1 above you will be agreeing to receive information about the volunteering opportunities for that service.

For children under 16 parental consent will be required.

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

- help you to access information relating to volunteering opportunities within the service.
- help you to use our facilities safely.
- inform future service delivery.
- inform you of any changes to, or disruptions in, any services which might affect your volunteer placement.
- keep in contact with you and help you to make the most of our service offer by highlighting any training or work placements which become available
- assess the impact that volunteering has on delivering that area of the service.

Should you give your consent we will keep you informed of any events which may be of interest to you across our range of services. Consent may be withdrawn by you at any time by email or in writing.

## 5. Will your personal information be shared?

In certain circumstances we do share your personal information.

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

- External organisations where we have a statutory obligation to share such, as for the purposes of the prevention or detection of crime or for legal proceedings.
- Where we have your explicit permission to share your contact data with service providers contracted by the Council but only in connection with the services you have elected to use e.g. for referral to other bodies or agencies who provide services which may be of direct benefit to you.

Your data will only be shared for the purposes of providing a tailored service offer for you to consider and will be never be used for marketing other goods and products.

Should you have opted to receive marketing we will of course provide this service to you in connection with the areas highlighted in section 1.

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

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.

For financial details where you have transacted with our service we are obliged to retain information for a period not exceeding seven years from the date the data is captured.

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

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

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

