

Privacy Notice
Durham County Council
Environment, Health and Consumer Protection (EHCP)

1. Who we are and what we do

We are:

Durham County Council, Environment, Health and Consumer Protection Team. For the purposes of Data Protection, Durham County Council is the Data Controller for your information.

What we do

The Environment, Health and Consumer Protection Team represent Durham County Council and are appointed as a Registered Training Account Provider for the Chartered Institute of Environmental Health (CIEH) for the subjects for which it has been accepted covering the subject areas of:

- Food Hygiene and
- Occupational Health and Safety

We deliver work-based learning programmes in accordance with CIEH prescribed terms and conditions.

For further information about training courses , please contact:

Durham County Council
EHCP
PO Box 617
Durham
DH1 9HZ
Tel: 03000 261016
Email: bbfa@durham.gov.uk

2. What type of personal information do we collect and how do we collect it?

Course booking forms are available, for interested parties to complete and return where we collect the following personal information about you.

- Your name
- Signature
- Business name (if applicable)
- Address
- Telephone number
- E-mail address
- Job title (if applicable)

We collect information about you in the following ways:

- Paper form
- Telephone conversations
- Face to face meetings
- From other people (where applicable) - such as your employer.

We also collect personal information from you when you communicate with us for any reason, including by email, postal mail or telephone, and when you use our Services

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:-

Lawful Basis (Article 6)

Contract: the processing is necessary for the performance of our contract with you/your employer to provide training to you. Without this information, we will not be able to process your booking.

4. What is your personal information used for?

Information is collected and used for the following purposes:

- To provide you with information you request from us
- To respond to your correspondence, so that we can effectively reply to your enquiries and requests
- To identify persons who have applied to attend and take the relevant CIEH examination for the relevant training courses delivered and to keep a record on the Council's electronic computer systems database.
- To provide advice and support to candidates and to those persons interested in being a candidate throughout the stages of introduction, delivery, assessment, examination and certification of the CIEH qualification
- To record results on the CIEH online training portal comprising of the subject, assessment, level and exam date with details of the candidate who has taken the assessment and to download and provide printed certificates for successful examination candidates
- To facilitate an audit trail for the purpose of monitoring the compliance with the terms and conditions of the CIEH Agreement and to undertake to allow CIEH and /or any appointed representatives of the CIEH all reasonable access to a) teaching materials, classes, venues and notes used by the Provider in providing any Training Course; and (b) records maintained by the provider in accordance with Clause 13 (refer to section 7)
- For general quality assurance purposes

5. Will your personal information be shared?

When we share your information we do it with the CIEH in accordance with Chartered Institute of Environmental Health (CIEH) - terms and conditions for Registered Training Account Providers.

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.

Our corporate retention guidelines [Insert hyperlink] show how long we keep information for different services. This ranges from months for some records to decades for more sensitive records.

The retention periods for this service are as follows: 6 years after the event has taken place.

In addition, records are required to be maintained by the Provider of CIEH training courses in accordance with Clause 13 of CIEH terms and conditions as follows:

The Provider shall maintain a complete and accurate record for

(a) All Training Courses delivered and their locations

(b) All certifications in respect of any such Training Course and/or Candidates participating in such Training Course;

(c) All course materials used for the purposes of any such Training Course

(d) All examination or assessment scripts/answer sheets obtained by the Provider in respect of the relevant Training Course; and

(e) Any feedback received by the Provider in respect of any such Training Course.

The Provider shall retain records maintained in accordance with Clause 13.1, for at least **six years** after the conclusion of the relevant Training Course.

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

We do not process your personal information outside the EU.

9. Marketing (if applicable)

At no time, will your information be passed to organisations, which are 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:

- 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).

To exercise any of these rights please contact the relevant service in the first instance.

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 use it, please contact Roger Goodes 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