

Privacy Notice
Durham County Council
Environmental Health and Consumer Protection
Taxi Licensing

1. Who we are and what we do

For the purposes of Data Protection, Durham County Council is the Data Controller for your information. Our registration number is Z1808275. You can check our registration online at <http://www.ico.gov.uk>.

What we do

This Privacy Notice explains how Durham County Council Licensing Services (DCCLS) uses your personal information to administer taxi and private hire licensing in County Durham. It also describes how long that information is kept for and the circumstances in which we might disclose it to a third party.

For further information please see the [Durham County Council](#) website

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

We may collect the following types of personal information about you:

- Your name, address, e-mail, phone numbers and other contact information
- Date of birth
- DVLA or overseas driving licence details
- Photographs
- Disclosure and Barring Services (DBS) Certificate
- Certificate of good conduct (where required)
- Employment history (where required)
- Proof of identity
- Country of origin and/or nationality
- Proof of right to work in UK
- National Insurance Number
- Details of licensing and Highway Code knowledge, County Durham topographical awareness, driver skills assessments/qualifications, this may include CSE / safeguarding training
- Vehicle Registration Marks (VRMs) and Vehicle Identification Numbers (VINs)
- Outcomes of Disclosure and Barring Service (DBS) checks
- Details of any previous convictions
- Complaints made about drivers or operators
- The licence and/or badge number issued to you or your vehicle by DCCLS
- Special category data - Completed medical forms and any supporting medical information from general practitioners or specialist

We may collect information about you in a number of ways:

- Most of the personal information that we hold is provided by you in your licence application and the supporting documents you provided with it.
- The law requires us to verify that applicants for driver licences as well as individuals applying for a private hire operators licence have the right to work in the UK. Where necessary, we may need to verify your information with the Home Office and/or the Department for Work and Pensions (DWP).

- We may also verify other information about you or your vehicle during the period that your licence is valid. This is to ensure your continuing fitness to hold your licence.
- The police may inform us if you are arrested or charged with a criminal offence. This is known as Common Law Police Disclosure. We may use this information to decide whether it is appropriate to suspend or revoke your licence. Information may be provided directly by you, when you contact us, during a telephone call, by letter, e-mail, through a face-to-face meeting, interview or making an application for a licence.
- Information may be obtained through the exercise of our statutory powers to obtain information about you, from other parties holding the information. The legislation under which officers are granted these powers is listed within the Durham County Council scheme of delegation within the Constitution, which can be found on the DCC website.

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

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

Lawful Basis (Article 6)

- Processing is necessary for compliance with a legal obligation to which the controller is subject.
- 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;
- Processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party

On limited occasions, the Durham County Council Licensing Services (DCCLS) may come into possession of special category data.

Article 9

When we collect special category personal information we rely on one of the following:

- The data subject has given explicit consent to the processing of those personal data for one or more specified purposes
- Processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity.

4. What is your personal information used for?

The Durham County Council Licensing Services (DCCLS) team, collects and processes information about you for the following purposes:

- To deliver our services to the public and business
- To comply with legal obligations in dealing with requests from other law enforcement agencies.
- To verify the right to work status of licence applicants, and in the case of private hire operators, all of the individuals named on the operator licence (with DWP/Home Office).
- To process licence applications and ongoing suitability.
- For on street compliance and enforcement activities
- The Council is required by law to disclose information about licensed taxi and private hire drivers as part of the National Fraud Initiative.

- Information may be used to support road safety initiatives and activities to reduce casualties and collisions on County Durham Roads. Individuals cannot be identified using this data.
- Taxi and private hire customers and members of the general public may provide us with personal information about licensees when contacting us about the service they have received. This may include information posted via social media feeds.
- To provide information on issues relating to the licensing and operation of the taxi and private hire trades in Co Durham via email service messages and newsletters.
- To investigate complaints about the delivery of our services.

5. Will your personal information be shared?

We may need to share your personal data in order to process your application. We also share personal information when required by law, to respond to legal process and to protect the public. Such organisations may include the police, DVLA, Home Office, DWP, MIB, and local authorities. Any information sharing is managed in accordance with relevant privacy and data protection legislation and will be necessary and proportionate.

We may be legally required to disclose your details if required by other law enforcement agencies for regulatory reasons. For example, lawful requests from the Police, HMRC, other local authority regulatory services.

The Council is required by law to disclose information about licensed drivers to the Cabinet Office as part of the National Fraud Initiative.

Some limited licensee information may be made available to the public where relevant legislation requires or permits it and publication is in the public interest. Examples include licensee names and associated badge or licence numbers, together with the status and expiry dates of those licences. The Council will never publish the home addresses of any taxi or private hire licensee online, or in a publicly available register.

Aggregated, anonymised data and statistics may be shared with a number of external stakeholders who have a role in supporting taxi and private hire enforcement and compliance in or outside Co Durham. These include the Police Service and trade bodies which represent the taxi or private hire industry in Co Durham

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.

Where information is held on / shared with systems external to DCC, user access to systems is controlled to make sure that people who are not allowed to view it cannot get access to your personal information. Some systems require data to be anonymised prior to sharing.

The details of any payment cards used to pay for a licence application or vehicle inspection fee are encrypted and stored in accordance with payment card industry data security standards. Training for staff is undertaken 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 service will determine how long we have to keep it. Our [corporate retention guidelines](#) show how long we keep records for different services.

For Taxi Licencing requests for service and complaints received and investigated, we retain records for a period of 6 years after closure of the enquiry.

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

We do not regularly process your personal information outside the EU.

Where investigations are cross border and extend beyond the EU, in individual cases, this would be for law enforcement purposes. In individual cases for a legal purpose.

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 send you information about Durham County Council Licensing Services (DCCLS) offers and promotions if you choose to receive it, and you will be able to change your marketing preferences at any time.

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).
- Where there has been a breach of your personal data – loss, unlawful disclosure, deletion, unauthorised access, and it is likely to be a high risk to your rights and freedoms, you have the right to be informed.

Some Exceptions -

- The right to this information is a qualified right, subject to restrictions that prevent any prejudice to an ongoing investigation or compromise to operational techniques.
- Information may also be restricted, to avoid prejudicing the prevention, detection, and investigation of criminal offences or the execution of criminal penalties.

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](#).

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 0300 268 034.

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