

**Privacy Notice**  
**Durham County Council**  
**Regeneration and Local Services**  
**Neighbourhood Protection**

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

Durham County Council

Regeneration and Local Services

Neighbourhood Protection

Anti-social Behaviour Interventions Team and Neighbourhood Wardens

Anti-Social Behaviour (ASB) covers a range of activity that impacts upon enjoyment of our homes and communities. Durham County Council (DCC) forms part of The Safe Durham Partnership (SDP) which is committed to tackling these issues in County Durham. The SDP have agreed a multi-agency procedure to tackle ASB effectively, and the ASB Escalation Procedure sets out this approach.

The ASB Escalation Procedure applies to individuals of all ages. Where young people under the age of 16 years are responsible for or involved in incidents of ASB, correspondence about the ASB Escalation Procedure and recordings will be sent to their parent/guardian.

**What we do**

**The ASB Interventions Team** fully investigate any reports of anti-social behaviour and take action to stop it. This includes gathering evidence, liaising with other partners, directing people to support services, helping to resolve disputes, issuing warning letters and other enforcement tools. They have the power to issue Community Protection Warnings (CPWs), Community Protection Notices (CPNs) and Fixed Penalty Notices (FPNs) and other enforcement tools and powers.

**Neighbourhood Wardens** are tasked to address ASB by Police and ASB Interventions Team as well as proactively tackling anti-social behaviour whilst on patrol. Neighbourhood Wardens also deal with reports of litter, fly-tipping, fly-posting, under-age street drinking, stray animals, dog fouling, graffiti, untidy yards and gardens, bonfires, needle finds, and abandoned and nuisance vehicles. They have the power to issue Community Protection Warnings (CPWs), Community Protection Notices (CPNs) and Fixed Penalty Notices (FPNs) and other enforcement tools and powers.

**The ASB Interventions Team and Neighbourhood Wardens** work closely with partners within the SDP. These partners include other DCC services, Durham Police, Fire & Rescue Service, health services, housing providers, the Probation Service / Community Rehabilitation Company (CRC), DVLA and voluntary sector organisations.

We encourage race equality, eliminate discrimination and foster good relations.

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

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

Examples of personal information that we collect from you include:

- Your name and address
- Date of birth
- The name(s) or nickname(s) of the alleged perpetrator(s) and their address(es)
- Contact details (telephone number and/or email address)

- Housing information – tenure
- Payment details (for FPNs)
- Data relating to criminal offences and convictions, if applicable (in accordance with Article 10 of the General Data Protection Regulation).

If relevant, we may also collect information on your:

- faith
- nationality
- ethnicity
- sexuality
- age
- gender/sexual orientation or
- health/disability

We collect information about you in a variety of ways including:

- face-to-face
- by email
- by telephone
- from someone reporting an incident of anti-social behaviour or an environmental problem
- from police reports. This may be from Police logs that Police share with us as we work together to investigate reports of ASB.
- from Police Airwaves radios
- from the Police National Computer
- from the DVLA
- from DCC Council Tax records
- from other professionals who may be involved with you
- using overt surveillance cameras such as body cameras, dashboard cameras and portable cameras (these are clearly visible and signposted)

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

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

- Legal obligation as the processing is necessary to comply with statutory obligations e.g. the Environmental Protection Act 1990, the Anti-social Behaviour, Crime and Policing Act 2014, Crime & Disorder Act 1998, and the Equality Act 2010.
- Public task as the processing is necessary for us to perform our official function.

When we collect special category personal information we rely on:

- We use special category data for the purpose of preventing or detecting unlawful acts of anti-social behaviour and hate crime as set out in Schedule 1 Part 2 Paragraph 10 of the Data Protection Act 2018.

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

The information collected about you is used:

- to provide you with any support that may be appropriate
- to provide you with access to services that you may need
- to investigate and respond to reports of anti-social behaviour or incidents of environmental problems
- to issue enforcement measures including CPWs, CPNs, FPNs, if applicable
- to issue any other enforcement action
- to instigate court proceedings, if applicable
- to respond to any complaints

- to resolve problems in the community
- to prevent crime and antisocial behaviour

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

We share your information with partnership organisations including:

- the Police
- health services
- housing providers
- voluntary organisations and charities
- Safeguarding services
- Victim care services, support services, housing services, social care services
- Other DCC departments

We may also share your personal information where we have a statutory obligation to do so, such as for the purposes of the prevention or detection of crime or for legal proceedings.

#### **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. DCC computer systems are password controlled and access is limited to relevant personnel. Users have undergone a stringent vetting procedure which is reviewed every three years. Secure email accounts are used for communications. When information is shared this is done in accordance with the Information Sharing Protocol which is owned by the SDP and conforms to the Information Commissioner's Office guidance. 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. Anyone who receives information from us is also under a legal duty to only use it for the purposes agreed and to keep the information secure and confidential.

#### **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 service was delivered. The type of service will determine how long we have to keep it and this is detailed in our corporate retention guidelines. Anti-social behaviour information is retained until the conclusion of administrative use except for:

- Court files which are held for seven years following the date of the final action.
- camera surveillance footage is destroyed after 28 days if it is not used. If it is used for prosecution and a custodial sentence is given it is kept for the duration of the sentence. If it is used for prosecution and a non-custodial sentence is given it is destroyed after 28 days.

#### **8. Is your personal information processed outside the European Union (EU)?**

We do not process your personal information of 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 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 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](mailto:dataprotection@durham.gov.uk).

To learn more about these rights please see the [ICO website](#).

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