

## **Privacy Notice**

### **Bishop Auckland Heritage Action Zone**

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

Durham County Council  
Regeneration and Local Services

This Privacy Notice explains how we use and share information. We will review and update this privacy notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law.

#### **Heritage Action Zone (HAZ)**

The HAZ is a partnership between Historic England and Durham County Council, delivered through the Brighter Bishop Auckland Regeneration Partnership and overseen by an Advisory Group. The HAZ will help address the aims of the town's main partners as well as the 2014 recommendations of Historic England's Urban Panel. The historic environment has an important role to play in helping to diversify and strengthen the town's economic, social and cultural regeneration. This can be achieved through a co-ordinated programme of strategic action, grant aid, specialist support and guidance, and public engagement.

Overall ambition:

- To secure sustainable growth in the town centre through heritage-led regeneration and planning to create a more vibrant, connected and enhanced historic core.
- To secure more development including overnight accommodation and housing, to lower property vacancy, to secure more training and employment opportunities, more visitors, more heritage-based activities, events and interpretation, and a community better engaged in the future of its heritage.

#### **Partnership team**

**Durham County Council** will lead on the HAZ programme. It will undertake financial and staffing accountability for the programme and provide regular monitoring reports to Historic England. Durham County Council will also provide in-kind officer time towards the successful delivery of the programme.

**Historic England** will provide specialist input from across its Planning, Research and Listing Groups. Research and Listing Groups (mostly based in York and Cambridge) will deliver many of the projects under these themes. Planning Group (mostly based in Newcastle) will provide day to day and strategic input from the historic places, heritage at risk, development management and business support teams.

The overall programme is overseen by the **Brighter Bishop Auckland Regeneration Partnership**. This regeneration partnership board provides strategic direction, guidance and advice and helps to co-ordinate regeneration activity across the town. Key regeneration partners are represented on the Board and it is led by an independent chair, the Bishop of Durham. The Board comprises leaders from the following organisations:

- The Auckland Project
- Bishop Auckland Civic Society
- Bishop Auckland FE College
- Bishop Auckland Town Council
- Durham County Council
- Durham University
- Eleven Arches
- Historic England
- South Durham Enterprise Agency

### **Stakeholders and interfaces**

We develop the Delivery Plan in a collaborative way, going out to speak to a variety of different organisations, community groups and individuals ahead of its preparation. It is important that the town is engaged in this process and they see the benefit of the delivery of the HAZ. It will also be important to engage with the local community at regular intervals throughout delivery.

For more information see the [HAZ website](#).

For the purposes of Data Protection, Durham County Council is the Data Controller

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

### **What type of Personal Data do we collect?**

- Your name, address, email address, telephone number and other contact information
- Your business or organisation name, address, email address, telephone number and other business related information that allow us to meet our organisational and statutory obligations
- Landowner information
- Written logs of management discussions and/or action plans between yourself and the HAZ.

### **Targeted Business Improvements:**

- Your name, address, email address, telephone number and other contact information that allow us to meet our organisational and statutory obligations.
- Bank details; in order to make secure payments to you as part of the improvement scheme.
- Contractor's quotes submitted by you, for audit purposes.

### **How we collect your Personal Data**

We may collect your Personal Data in a number of ways, for example:

- when you complete and submit an online request for HAZ information
- when you complete and submit a paper copy of the request for support
- when you contact us by phone
- when you contact us by email
- when you have face to face meetings
- consultation events
- condition surveys, for example, we gather land owner information in relation to urgent repairs
- when you make an application for a Conservation Area Grant
- when you attend training courses, for example, heritage skills workshops
- when you attend sessions facilitated and hosted by the HAZ

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

To enable us to provide services to you it is necessary for us to use your personal information to help assess your needs and identify the most appropriate services available. To do so we will use the following lawful basis for processing your information:

- 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, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.

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

**Your personal information is used for the following purpose:**

- To provide you with our HAZ services, and deliver support to you;
- To ensure that the information we hold about you is kept up-to-date;
- To help accurately report on HAZ activities
- To deal with any problems or complaints that arise
- For assessment and analysis purposes to help improve the operation of our service;
- To verify that there is no outstanding debt to DCC such as business rates or Council Tax, prior to making any payment against a Conservation Area Grant Scheme application (this is a condition of the Conservation Area Grant scheme process);
- To prevent, detect and prosecute fraud and other crime
- Personal data will be anonymised for statistical and performance management reporting purposes, for example when we report on the number of HAZ service users, or the number of people who attended a training course or an event.

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

Your information will not be shared with non-partner organisations.

#### 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.

Examples of our security include:

- Held on secure council network so that it cannot be read without special knowledge (such as a password).
- Anonymised, meaning that we remove personal data and use statistics only for reporting on the activities of the team.
- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it
- Mandatory training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong
- Regular testing of our technology and ways of working including keeping up to date on the latest security updates (commonly called patches)

#### 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

For the HAZ service, data will be retained for the duration of the HAZ project, and then a maximum of 7 years. Beyond that time, any data held will be anonymised for statistical reporting purposes only.

The DCC [corporate retention guidelines](#) show how long the Council keeps information for its different services.

#### 8. Is your personal information processed overseas?

We do not send personal information outside the EU to be processed.

#### 9. Marketing

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:

- 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

**If you wish to exercise your information rights, please contact our Data Protection Officer** at [DPO@durham.gov.uk](mailto:DPO@durham.gov.uk) or alternatively write to:

DPO,  
Floor 4 Room 143-148,  
Durham County Council  
County Hall,  
Durham  
DH1 5UF

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](mailto: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 process your data, please contact our 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 [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