

Privacy Notice
Durham County Council
Regeneration and Local Services
Durham Employment and Skills Service

1. Who we are and what we do

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Durham Employment & Skills deliver training and development workshops and courses over a wide range of subject areas, including:

- Management, leadership and employee development
- Workplace H&S
- Work based learning – NVQs and Apprenticeships

The team offer tailored packages to suit individual business needs, delivering varied levels of course from short briefing sessions to fully accredited qualifications.

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

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?

What type of Personal Information do we collect

We collect the following personal information about you: Why not say "contact details including such things as name, address, telephone number email"

- your name
- your address
- gender
- your telephone number(s)
- your email address
- your date of birth
- nationality – as part of the eligibility for funding
- disability
- learning difficulties

Course eligibility information* – only required for some courses;

- benefits documentation
- driving license
- passport
- NI number
- education/ qualifications held
- your date of birth
- nationality
- disability
- learning difficulties

How we collect Personal Information

The personal information referred to above may be collected through the following means:

- face to face meetings
- questionnaires
- course application forms
- telephone
- in writing
- online
- email

Special Category Data:

Subject to course eligibility/ funding arrangements, we may also collect;

- Ethnicity
- Information about disabilities or additional support needs

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:

The legal basis for collecting and processing your personal information is as follows:

Legal obligation: the processing is necessary for us to comply with the law;

Public task: the processing is necessary for us to perform a task in the public interest or for our official functions.

Legitimate Interests: processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract. This includes the collation of performance information and statistics for funding bodies and associated governance bodies.

For special category data which is more sensitive information, we rely on one of the following:

- the data subject has given explicit consent;

For example, for some courses we need to ensure that we meet specific funding eligibility criteria, in these cases we use your personal information to help us exercise our functions and to meet statutory responsibilities under the Apprenticeships, Skills, Children and Learning Act 2009.

4. What is your personal information used for?

We collect and processes information about you for the following purposes;

- Provide you with relevant advice and information
- Provide services or arrange for others to provide services to meet your needs
- Course enrolment and registration
- To evidence training delivery to the relevant funding organisation

- Provide management information and statistical reporting

We may not be able to help you or provide you with a service unless we have enough information.

5. Will your personal information be shared?

Your information will not be shared with other organisations without your consent.

Agencies we may need to share information with include the following:

- Other colleges and education providers
- Ofsted
- Education Skills Funding Agency
- Other partner organisations we contract with for the collection of learner destination data and evaluation of services

For example; in order to register you onto a nationally accredited course we must share your personal information with the relevant awarding body.

6. How do we keep your personal information secure?

The security of your personal information is important to us. The records we keep about you are secure and are confidential within the Council. The Council have a range of procedures, policies and systems to ensure that access to your records are controlled appropriately.

Examples of our security include:

- Encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a password).
- 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;
- 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.

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.

As much of the training that the team provide is funded, we follow the criteria set out by the approved funding bodies, documents will be maintained for the standard retention period of 13 years. Should we receive new advice from the funding bodies we will update this.

The type of service you receive will determine how long we have to keep your information. Our [corporate retention guidelines](#) show how long we keep information for different services.

8. Is your personal information processed overseas?

We do not send your information outside of 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 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

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 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