

# Privacy Notice: Durham County Council Care Academy

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.

## 1. Who we are and what we do

The Durham County Council Care Academy is here to support the development of a well-led, skilled and valued adult care workforce in County Durham.

The Care Academy leads on the development of initiatives that proactively support providers to prevent service breakdown and deliver high quality services to ensure compliance with the CQC regulations and standards.

This includes support with:

- Recruitment and retention
- Induction and training
- Information and guidance
- Technology and innovation
- Service provider interfaces

For more information see the [Durham County Council 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?

In order to provide you with high quality and safe services which are relevant to your needs, the Council will collect and hold information about you. This may include:

- Basic details such as name, address, date of birth and contact details
- Learner reference numbers
- Education Information
- National Insurance Number
- Employment Status
- Employment History
- Benefit Status
- Information about prior learning
- Outcomes of your Literacy and Numeracy Initial Assessments

We also collect the following special category data:

- Ethnicity
- Information about disabilities or additional support needs
- Information about any current education support plans

We collect information about you in the following ways:

- Application form
- Face to face
- From other professionals

### **3. What is our lawful basis to obtain and use your personal information?**

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 legal basis for sharing your information:

- 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;
- to support learners with sourcing training and/or employment options with DCC commissioned providers

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

- the data subject has given explicit consent;
- for the provision of health or social care

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

Information will be used for the provision of Care Academy services.

Data will be used to support learners with sourcing training and/or employment opportunities and to evaluate and improve the effectiveness of the Care Academy provision for learners. This includes learner destination data, e.g. whether the learner has progressed to further education, paid employment, apprenticeship etc and how the course helped the learner.

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

Sharing information is required to enable us to provide you with a range of training opportunities and to provide you with relevant support.

There are a range of professionals who may be involved in providing services to you and where appropriate will be provided with relevant information about you.

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
- Employers

There are other times not linked to your care and support where we may need to share your information lawfully. This includes:

- Where there is a serious risk of harm to you or to others
- Where there are concerns for the welfare of a child
- For the Prevention or detection of crime
- Where a court order requires us to share information about you

Local Authorities also are required to pass on some information to the Education Skills Funding Agency who use it to help with their policy development, management

and funding decisions and to assist with the development of good practice. This information is anonymised which means you cannot be identified.

## **6. How do we keep your 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.

Anyone who receives information from us is also under a legal duty to only use the information for the purposes agreed and 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 was delivered. 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. Adult Learner records will be retained for 7 years from end date of last course undertaken

## **8. Personal information processed outside of the European Union (EU)?**

We do not process your personal data outside of the EU

## **9. Marketing**

At no time will your information be used or passed to others 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:

- request a copy of the personal information the council holds about you
- have any inaccuracies corrected;
- have your personal data erased;
- place a restriction on our processing of your data;
- object to processing;

To exercise your rights, you can apply on line or download an application form from the [DCC website](#) or you can contact the data protection team at [inforights@durham.gov.uk](mailto:inforights@durham.gov.uk)

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

## **11. 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) or write to:

DPO  
Floor 4 Room 143-148,

Durham County Council  
County Hall,  
Durham County Council  
DH1 5UF

If we have not been able to deal with your query, 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