

Privacy Notice: Regeneration and Local Services, Culture and Sport

This Privacy Notice tells you about what information we collect about you, how we use that information and who we share it with.

1. Who we are and what we do

The Culture & Sport Service provides a range of commercial, and non-commercial, services and activities. To deliver these requires the collection and use of personal data for the purposes of:

- Swimming and fitness suite memberships which involve a contract between the council and the customer in order for the customer to use that service.
- The Thrive Card scheme which allows customer access to controlled areas of a leisure centre and also to benefit from promotions and discounts applicable to the Thrive scheme.
- Pre-bookable ticketed events such as theatre performances, cinema, festivals and events
- Library memberships which allow customers to borrow books and information
- Volunteering opportunities – to enable a volunteer to be contacted with suitable opportunities which they have indicated are of interest to them.
- Wellbeing programmes and services which require the use of personal health information in order to tailor the activity to the customers needs and monitor their participation and progress
- The issuing of fishing permits which allows customers to course fish (catch and release) on the River Wear, Chester-le-Street Riverside, Park side and on the Cong Burn upstream to Creighton Avenue only. No-one without a day permit is able to fish and the permit is only valid on the date requested.
- Customer feedback surveys – to inform service provision and support funding requirements.

Participation in any of the above services is entirely voluntary on the part of the customer and not bound by statute.

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?

If you have contacted us, we will collect:

- your name and
- your contact details (address, telephone number and or email address)
- a valid Environment Agency Rod Licence Number (if applying for a fishing permit) together with the expiry date.

Depending on the reason for your contact with us, we may also collect:

- **your age/date of birth.** To assess eligibility for discounted rates e.g over 60, under 19.
- **your bank details.** Some memberships offer discounted rate for monthly payment direct from your bank.

- **health data.** Basic information such as level of activity, and whether you suffer from specific health conditions, are often requested at the outset of any programme of activity to make sure that it is suitable for you as an individual and will not be putting you at risk. It is also used to monitor your continued participation and your progress over a period of time. This data is then used to inform service development as it monitors the outcomes of the programme.
- **special category data.** In addition to age we may also collect data on gender – this is due to some activities being gender specific. We may also collect data on ethnicity indicators – this is to help us to understand and address the needs of different ethnic groups.

Some of the above data is necessary in order to supply the service to you e.g. bank details for leisure membership purposes. All financial information is kept securely in line with industry standards.

We may collect this information:

- in writing
- through conversation with you (i.e. telephone or in person) or
- via digital means such as the website.

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

Lawful basis to process personal data is outlined in Articles 6a, 6b, and 9a of the General Data Processing Regulations:

Lawful Basis (Article 6)

- a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes;
- b) 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;

Special Category Data (Article 9)

Data subject has given consent to the processing of special category data for one or more specified purposes.

4. What is your personal information used for?

Durham County Council is responsible for the collection and secure storage of all data collected in connection with the services provided.

Your data will only be used as follows:

1. Where you provide personal information which is essential to accessing services.
2. Where you specifically indicate that you wish to receive marketing information on the range of services on offer.

As part of this process, when you choose to access our services; under point 1 above you will be agreeing to receive information about the service you have elected to use.

When you 'opt in' to point 2 you will be agreeing to receive marketing information about the wider services provided by the Council.

For children under 16 parental consent will be required.

The Culture and Sport team collects and processes information about you to:

- help you to access our services.
- help you to use our facilities safely.
- inform future service delivery.
- administer your contract with us.
- inform you of any changes to, or disruptions in, any services.
- keep in contact with you and help you to make the most of our service offer.

Should you give your consent we will keep you informed of any events which may be of interest to you across our range of services. Consent may be withdrawn by you at any time by email or in writing.

5. Will your personal information be shared?

In certain circumstances we do share your personal information.

When we share your information we do it with the following:

- External organisations where we have a statutory obligation to share such, as for the purposes of the prevention or detection of crime or for legal proceedings.

The council shares anonymised statistical data with others i.e. funding providers and national governing bodies who supply statistics.

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.

The security of your personal information is important to us. This is why we have a range of security policies and procedures to control and safeguard access to and use of your personal information. This includes the use of passwords and encryption where appropriate.

Examples of our security include:

- Encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a password). This is done with a secret code or what's called a 'cypher'. The hidden information is said to then be 'encrypted'
- 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
- Regular testing of our technology and ways of working including keeping up to date on the latest security updates (commonly called patches)

Further general details on our security arrangements can be provided on request or by visiting the website. If you suspect there may have been a data breach, or wish to make a complaint, please contact us immediately at dataprotection@durham.gov.uk.

7. How long will we keep your personal information?

The reason for your contact with us will generally determine how long we keep your data for. We will only keep any or all of your information for as long as it is necessary and proportionate to do so.

For example:

We hold your personal information in relation to the services referenced in section 1 for the life of their relevance and for a maximum period of one year afterwards for the purposes of audit and compliance.

For financial details where you have transacted with our services we are obliged to retain information for a period not exceeding seven years from the date the data is captured.

Further details on our retention guidelines can be provided on request.

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.

We will only market our services to you if you have expressly given us consent to do so via either a manual or digital form.

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 e mail the data protection team at 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 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