

Privacy Notice: County Durham Outreach & Support

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

County Durham Outreach & Support are the financial and recovery arm of Durham County Council. We provide enforcement agent and debt collection services for the following:

- Council Tax
- Business Rates
- Parking and Road Traffic Penalty Charge Notices (PCN)
- Commercial Rent Arrears (CRAR)
- Business Improvement District Levy (BIDs)
- Overpaid housing benefit
- Invoices for all other goods and services provided by the Council. otherwise known as sundry debt

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?

We may collect the following personal information about you:

- Name
- Date of birth
- National Insurance number
- Address and contact information
- Occupancy status
- Business/company/employer name
- Job title/profession
- Visual and audio images of you through our use of body worn video, CCTV and audio recording equipment
- Financial information such as household income (salary/benefits/assets, etc.), and expenditure. This includes entitlement to benefits.
- Any special vulnerabilities or requirements
- Vehicle registration keeper details
- Banking details for payment collection

We collect information about you in the following ways:

- Information that you provide or send to us
- From approved trace suppliers
- From approved external data suppliers
- Publicly available data via social media including Facebook, Twitter, Instagram etc.

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

When we collect and use your personal information we rely on one of the following

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

4. What is your personal information used for?

We collect and process information about you for the following purposes:

For the collection of debt including outstanding fees, charges and local taxation owed to Durham County Council.

Statistical and deprivation data may be used to develop and deliver services to provide a welfare based and supportive approach.

Collection will be undertaken in accordance with appropriate legislation, codes of conduct and industry best practice.

5. Will your personal information be shared?

We may share your information within Durham County Council and with credit reference agencies.

We may refer you to or contract specialist service providers on your behalf, who may be able to offer specialist support or service e.g. special debt advice, however only with your prior agreement.

Information will also be used for the prevention and detection of fraud and for auditing purposes.

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 Durham County Council, who own this site. 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. The data we collect for enforcement and debt collection will be retained for a period of 7 years in accordance with financial regulations and legal requirements.

In terms of call recordings, we retain these for 6 months, unless they are being used to investigate a complaint.

In terms of body worn video recordings, we retain these for 30 days, unless they are being used to investigate a complaint.

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

We do not process your personal data outside of the United Kingdom.

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 on the [DCC website](#) or you can contact 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
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