

## Privacy Notice: DurhamEnable

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

### Who we are and what we do

DurhamEnable is a Supported Employment service. Supported Employment is a model for supporting people with significant disabilities to secure and retain paid employment. The model uses a partnership strategy to enable people with disabilities to achieve sustainable long-term employment and businesses to employ valuable workers. DurhamEnable has a team of job coaches across County Durham to support you in work to ensure you are confident and settled in your workplace. DurhamEnable works closely with employers to help them recognise the value of recruiting a diverse workforce. We understand the importance of the employer as a customer of supported employment with requirements that need to be fulfilled.

For further information about the service and how to be referred, visit the [Durham County Council website](#).

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

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

We may collect the following personal information about you:

- Name, address, date of birth, address.
- Telephone, mobile and or / email contacts.
- Parent's names and contact details.
- Details of your previous or current destinations in relation to learning or work
- Information about your education such as achievement, attendance or whether you receive additional support.
- Whether you are in one of the groups who the local authority prioritises for additional support: e.g. young people who are: NEET (not in education employment or training), looked after, care leavers, young parents, young carers, working with the Youth Offending Service.
- Relevant information to support your progression into education, employment or training.
- Essential and relevant information relating to your participation on a European Social Funded education/employment/training programme.
- Relevant information to support your eligibility for financial support via a European Social Funded education/employment/training programme.
- Ethnicity
- Disability, health condition or Special Educational Needs

We collect information about you in the following ways:

- Face to face
- Telephone
- Email
- Through contact with key professionals supporting your progressions
- Through completion of relevant European Social Fund participant documentation

## **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:

- In some cases we may seek your consent e.g. for sharing your personal information with those who are important to you such as family members
- Processing is necessary for compliance with a legal obligation to which the controller is subject
- Processing is necessary for us to perform a task in the public interest or for our official functions

In order to conduct monitoring and evaluation of ESF funded programmes, individual participant data is required. There is a **legal basis** for collecting and processing personal data and sharing it with the Managing Authority for the purposes of monitoring and evaluation ((Article 56 of the Common Provision Regulations and Articles 5 and 19 and Annexes I and II of the ESF Regulations). Therefore, participant consent to collect participant data and to be re-contacted for monitoring and evaluation purposes is not required. As such, participant data, including contact details is collected and stored for all participants in order to meet monitoring and evaluation requirements.

For special category data which is more sensitive information such as ethnicity, we rely on the following:

- processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law in so far as it is authorised by Union or Member State law or a collective agreement pursuant to Member State law providing for appropriate safeguards for the fundamental rights and the interests of the data subject

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

Information may be used for the following purposes:.

- To register you onto the service
- To provide you with relevant information and advice
- To support your progression to education, employment or training
- To provide you with relevant information and advice



- To provide services or arrange for others to provide services to meet your needs
- To confirm eligibility for financial support through the European Social Funded education/employment/training programme
- To comply with legal obligations
- Ethnicity information is used for equal opportunities monitoring
- Reporting statistical data to the Department for Work and Pensions on participants of Durham County Council's European Social Fund programmes
- Information will be used to track the quality of service and overall performance

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

Your information may be shared with stakeholder and referral organisations such as:

- Department for Work and Pensions
- European Social Fund
- Future employers, learning providers, community partners and services

Your information may also be shared where there is a legal basis for doing so such as for the prevention and detention of crime.

In addition to Information (including contact details) for participants of European Social Funded Programmes (ESF) will be shared with the Department for Work & Pensions (DWP) and used to evaluate this project, report progress and to report to European Social Fund as well as for monitoring purposes. All sharing is in line with European Commission regulatory requirements.

Your information will also be shared with research organisations working on behalf of the Department for Work & Pensions who may contact you to discuss your involvement in the project for research purposes. Participation in research is voluntary and you will be asked to consent before taking part in any research activity you may be contacted about. The DWP may also link your personal details to official administrative records in order to monitor your employment status before your ESF support began and 6 to 12 months after you left.

This information may also be shared with research organisations working on behalf of the DWP however individuals will **not** be identifiable and you will not be contacted about this research

We are also covered by the Children and Adult Safeguarding act allowing us to protect those most at risk. If we believe you are at risk of harm, your job coach will speak with the DurhamEnable Manager and you will be informed of the process and the safeguarding measures in place to keep you safe.

### **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.

### **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. Due to ESF Programme guidance, we must ensure we keep all documents for 10 years after the final ESF claim is paid by the ESF Managing Authority. This is to ensure documents may be made available to the European Commission and European Court of Auditors upon request.

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

We do not process your personal data outside of the EU

### **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 may also ask to take your photograph or film you for marketing purposes but we will ask for your permission first and explain to you who will see this information so you can make an informed decision at the time. You can change your decision on this in the future by telling your job coach or the DurhamEnable Manager.

### **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](#).

### **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