

Privacy Notice: Durham County Council

Public Health – County Durham Together Community Champions

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.

County Durham Together Community Champions is delivered by Durham County Council Public Health. The Programme utilises a network of recruited volunteer champions from across County Durham to share health and wellbeing information, address barriers and improve connections between services and communities.

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?

If you have contacted us with an enquiry, we will collect:

- your name and
- your contact details (address, telephone number and or email address).

If you sign up to become a County Durham Together Community Champion, we will collect:

- Your name
- Your age
- The name of the town or village where you live
- Your postcode
- Your contact details (email and telephone number)

It is necessary for us to collect this data to share relevant health and wellbeing communications with you.

We may collect information:

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

You may choose to withdraw your consent for us to hold your data at any time should you decide not to continue to use our services. To do this you will need to email communitychampions@durham.gov.uk, and advise them that you wish to withdraw from the programme. Your personal data will then be deleted from the system.

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

The lawful basis to process personal data is outlined in the General Data Processing Regulations:

Personal Data (Article 6)

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

Special Category Data (such as Health Data) is outlined in Article 9 2(a) The data subject has given explicit consent.

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 County Durham Together Community Champions. Your data will only be used to administer the programme.

As part of this process, when you choose to become a Community Champion, you will be agreeing to receive information about public health campaigns, information on local health and wellbeing services, community consultations, training opportunities and community champion volunteering opportunities.

For children under 16 parental consent will be required.

Durham County Council, Public Health – County Durham Together Community Champions programme collects and processes information about you to:

- Provide you with local information relating to health and wellbeing.
- help you access free training.
- inform you of community champions volunteering opportunities.
- invite you to meetings.
- ask you for your feedback or local knowledge or insights about your area or health and wellbeing campaigns or services.
- inform you about changes to programme delivery.
- Signpost you to other champions opportunities that may be of interest to you.

We also use your data to evaluate and performance monitor the programme. We measure and report quarterly on:

- Number of new champions
- Total number of active champions

We use postcode data to see the geographical spread of champions across the county. Where we identify gaps, we may target recruitment to those areas.

Will your personal information be shared?

We will not disclose person identifiable information held by Public Health with third parties without appropriate permissions, unless there is a legal reason to do so e.g. to protect an individual from harm. Anonymised information, ie information which does not identify individuals, may be shared with third parties. Where this is the case, information will be aggregated and anonymised to a level that complies with the Office of National Statistics Disclosure Guidance.

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?

We will only hold your personal information for as long as it is necessary and proportionate to do so.

If you sign up to become a Community Champion, we will keep your details for the entire time you continue to engage with the programme and for a maximum period of 3 years afterward for purposes of evaluation, audit and compliance.

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.

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;
- be informed of any automated decision making or profiling

To exercise your rights, you can apply on line through the [DCC website](#) or you can email the Information Management Team at 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 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