

Privacy Notice: Lift Maintenance

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

Durham County Council
Corporate Property and Land
Facilities Management
Lift Maintenance Team

Our Lift Maintenance team undertakes lift servicing and repairs in accordance with relevant regulations, industry best practice, and contractual requirements. The team provides lift maintenance services to the Council and customers across the North East within people's homes.

We use personal information to ensure lift maintenance is delivered to the correct person and property.

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?

'Personal data' means any information relating to an identified or identifiable natural person.

We collect the following personal information about you:

- Your title and full name
- Your address
- Your telephone number(s)
- Your email address
- The name and contact information for anyone representing you

The above list is not exhaustive. The information we request will be the minimum necessary to provide our services effectively and to perform our statutory duties.

We collect information about you in the following ways:

- Using paper based and electronic forms.
- By telephone
- By email
- By post

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

When we collect and use your personal information, we rely on the following:

- **Contract:** You have entered a contract with us.
- **Public task:** the processing is necessary for us to perform a task in the public interest or for our official functions.

Special Category Data

Special category data is any personal information that is one or more of eight categories.

We also collect and use special category data such as:

- Health Data which includes any information regarding a disability

When we collect special category personal information, we rely on the following:

- **Substantial Public Interest:** The processing is necessary for statutory and government purposes and to support individuals with a particular disability or medical condition.

4. What is your personal information used for?

The Lift Maintenance Team collects and processes information about you for the following purposes:

- To provide the service you or your representative have requested.
- To comply with the Value Added Tax (VAT) relief eligibility requirements as allowed by His Majesty's Revenue and Customs (HMRC).

5. Will your personal information be shared?

We do share your personal information.

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

- HMRC as part of a VAT inspection / audit.
- Newcastle City Council. This only applies to residents in Newcastle where Newcastle City Council pay for lift repairs on your behalf.

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 must keep your information as a business record of what was delivered. The type of service you receive will determine how long we must keep your information.

Our [corporate retention guidelines](#) show how long we keep information for different services. For the purposes of Lift Maintenance records, the information is:

- Life of lift plus six years

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.

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 Information Governance Team at inforights@durham.gov.uk or write to:

DPO
Chief Executives Services
Council Offices
Green Lane
Spennymoor
County Durham
United Kingdom
DL16 6JQ

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