

**Privacy Notice
Durham County Council
Neighbourhood Protection
Allotments**

1. Who we are and what we do

Durham County Council
Neighbourhood Protection
Allotments

What we do

The Allotments Team provides individual allotment plots for residents to grow their own food and supports allotment associations who run sites on behalf of the Council. Personal information collected by the team is used to allow the delivery of these services.

For the purposes of Data Protection, Durham County Council is the Data Controller for your information.

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

We collect the following personal information from you:

- Your name
- Your address
- Date of birth (as you are required to be aged 18 or over to apply for an allotment)
- Your phone number and email address
- The name and address of the witness to your Allotment Tenancy Agreement.

We collect information about you:

- from your completed Allotment Application Form
- from the completed Allotment Co-Worker Agreement
- from the Allotment Tenancy Agreement
- in person or
- by telephone when you contact us.

All information is stored in the Council's customer services and allotments systems.

3. What is our power to obtain and use the personal data?

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

- **Contract** as you have entered a contract with us.
- **Public task** as the processing is necessary for us to perform our official function.

4. What is your personal information used for?

The Allotments Team collects and processes information about you:

- to allow allotment plots to be allocated on a fair basis.
- to enable the effective management of allotment tenancies.
- to enable enquiries and complaints to be investigated and responded to and
- to enable an invoice to be raised and payment collected.

5. Will your personal information be shared?

We may share your personal information where we have a statutory obligation to do so, such as for the purposes of the prevention or detection of crime or for legal proceedings. We do share your information where applicable, with the association running the site that you enquire about.

6. How do we keep your personal information secure?

The security of your personal information is important to us. This is why we follow a range of security policies and procedures to control and safeguard access to and use of your personal information. The datacentres processing payment information comply with

ISO27001 and ISO14001 and are PCI DSS Level 1 accredited. Payment data in storage is encrypted to ensure it is secure.

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 will determine how long we have to keep it and this is detailed in our corporate retention guidelines. The retention periods for allotments data is:

- for tenancy agreements - until terminated plus twelve years.
- for maintaining current data regarding the tenant - until the conclusion of administrative use.

8. Is your personal information processed outside the European Economic Community (EEC)?

We do not process your personal information of outside the EEC.

9. Marketing (if applicable)

At no time will your information be passed to organisations external to us and our partners for marketing or sales purposes or for any commercial use without your prior 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 have any inaccuracies corrected.
- to have your personal data erased.
- to place a restriction on our processing of your data.
- to object to processing and
- to request your data to be ported (data portability).

If you wish to exercise your information rights, please contact the Data Protection Officer at DPO@durham.gov.uk or alternatively write to DPO, Room 143-148, Floor 4, County Hall, Durham County Council, DH1 5UF.

You also have the right to request a copy of the personal information the council holds about you. To do this, you can apply online or download an application form from the [DCC website](#) or you can contact the data protection team at dataprotection@durham.gov.uk.

To learn more about these rights please see the [ICO website](#).

If something goes wrong with your personal information, or you have questions about how we use it, please contact the Data Protection Officer at DPO@durham.gov.uk or by calling 03000 268050.

If we have not been able to deal with your complaint, 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

Fax: 01625 524 510