

**Privacy Notice  
Durham County Council  
Highways**

**1. Who we are and what we do**

Durham County Council  
Highways

**What we do**

Durham County Council (DCC) has a statutory duty to inspect and maintain the adopted highway network (carriageways, footpaths and all associated assets) to a safe and satisfactory standard in accordance with the Highways Act 1980. To ensure DCC complies with its statutory duty it has developed a Highway Safety Inspection Manual aligned to the Code of Practice for Well Maintained Highways. Under this Code of Practice the Highways Team also keeps the highway free from ice and snow, so far as is reasonably practicable. Some examples of other functions they carry out are:

- The issue of permits/licences eg. in respect of skips, building works that occupy the highway and construction of vehicle access over kerbs.
- Traffic calming schemes.
- The management of flood risks.
- Making safe all structures considered to be dangerous.
- Providing information signs to road users.
- The provision and filling of salt bins.

To support safety on the highways we also have a Road Safety Team who support the reduction of road traffic casualties in County Durham through a series of education programmes, training courses and road safety campaigns including:

- Bikeability for schools
- cycling instructor training
- school/college based road safety education
- a young driver's scheme (EXCELeRate) for drivers aged between 17 and 25 and
- Safer Driving with Age (SAGE) training for drivers aged over 55.

They also have responsibility for the provision of school crossing patrols.

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?**

When you contact us we collect the following personal information from you:

- Your name
- Your address
- Your contact details (telephone number and/or email address)
- Payment details if required eg. for a permit to place a skip on the highway, for a licence to occupy the road in connection with building work or for any chargeable road safety training.

We collect this information:

- using an online form
- a printed form or
- by telephone when you contact us.

Information is stored in the Council's Customer Relationship Management (CRM) system and Highways databases. Information is also stored on the Council's road safety recording systems either electronically or in paper format.

### 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:

- **Consent** as you have requested to undertake road safety training in schools or with a driver trainer.
- **Legal obligation** eg. under the Highways Act, 1980 and the Flood and Water Management Act, 2010.
- **Public task** as the processing is necessary for us to perform our official function.

### 4. What is your personal information used for?

The Highways teams collect and process information about you:

- to allow investigations and/or repairs to be carried out in response to you raising an issue
- to enable training to be undertaken in respect of road safety
- to reply to your enquiry
- to enable complaints to be investigated and responded to.

### 5. Will your personal information be shared?

With regard to highways maintenance we do not share your personal information outside of DCC other than 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. Where road safety training is funded from a grant eg. Bikeability, the information may be shared with the Department for Transport as the provider of the grant for audit purposes.

### 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. Personal data relating to Highways is retained on the CRM until the conclusion of its administrative use. Consent forms for the Bikeability scheme are returned to the school upon completion of the training. Documentation relating to training carried out from funding is retained for seven years.

Other personal data held in respect of road safety training is retained until the conclusion of its administrative use.

### 8. Is your personal information processed outside the European Union (EU)?

We do not process your personal information outside of 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).

**To exercise any of these rights please contact the service in the first instance.**

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](mailto: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](mailto:DPO@durham.gov.uk).

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