

**Privacy Notice
Durham County Council
Regeneration & Local Services
Development Management**

1. Who we are and what we do

Who we are

Durham County Council
Regeneration and Local Service
Planning and Assets
Development Management

What we do

Development Management is responsible for the administration and management of a range of planning-related applications and pre-applications made to the Authority from across the County along with a range of other related matters across the County, including enforcement, monitoring and undertaking statutory consultation duties.

For further information please see the [Durham County Council website](#).

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?

Why type of Personal Information do we collect

We collect the following personal information about you:

- your name
- your address
- your telephone number(s)
- your email address
- special category data - in a small number of circumstances individuals will provide us with such data in support of their application (e.g. evidence of medical history).

How we collect Personal Information

The personal information referred to above may be collected through the following means:

- face to face meetings/interviews
- application forms
- telephone
- in writing
- online
- email

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

The legal basis for collecting and processing your personal information is as follows:

Legal obligation: the processing is necessary for us to comply with the law;

Public task: the processing is necessary for us to perform a task in the public interest or for our official functions; and,

Explicit Consent: you or your representative gave us explicit consent

Special Category Data

- Health Data - for example, evidence of medical history.
- Any other sensitive information relied upon in relation to the consideration of a planning matter.

4. What is your personal information used for?

In this section you need to explain how your service uses the information you have collected. The service user needs to know what is going to happen to their personal information

Durham County Council holds information about Development Management service users in order to:

- Provide you with relevant advice and information
- To process applications, 'representations' and queries
- To advice client departments in regard to the Councils statutory and regulatory functions
- Provide services or arrange for others to provide services to meet your needs
- We use information for statistical analysis but in such a way that your identity will not be involved.
- To respond to allegations of unauthorised development

We may not be able to help you or provide you with a service unless we have enough information.

5. Will your personal information be shared?

Your information will not be shared with other organisations unless we have your consent or there is a legal basis for doing so e.g. for the Prevention or detection of crime

For example, with your consent we do share some of your personal information in relation to planning matters, including name and address, which may be shared publicly through the Council's website and as part of undertaking our consultation duties with a range of external agencies. Phone numbers, email addresses and your signature are not shared.

6. How do we keep your personal 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, polices and systems to ensure that access to your records are controlled appropriately.

Examples of our security include:

- Encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a password).
- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it;
- Training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong.

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 service will determine how long we have to keep it.

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

The retention periods for this service is, that all personal information received from 14 February 2014, will be retained for a period of 7 years from the date of closure of the case to which the received information relates.

From 14th February 2014 onwards we have used a consolidated planning software system to manage our records, prior to this a variety of different software systems and paper based procedures were in place.

For all personal information received prior to 14 February 2014, if you wish to have it deleted from our records, it will be necessary for you to make a request to planning@durham.gov.uk or in writing to Planning (Development Management), County Hall, Durham, DH1 5UQ, setting out the personal information that you would like to be removed and details of the relevant planning application against which the personal information was provided.

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

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

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:

- 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 our Data Protection Officer at DPO@durham.gov.uk or alternatively write to:

DPO,
Floor 4 Room 143-148,
Durham County Council
County Hall,
Durham, DH1 5UF

You also have the right to request a copy of the personal information council holds about you. To do this, you can apply on line 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](#).

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 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