

Privacy Notice: Legal & Democratic Services Member Support

This Privacy Notice tells you about what information we collect about you, how we use that information and who we share it with.

1. Who we are and what we do

Durham County Council's Member Support Team provides administrative and business support to all our 126 county councillors. The team assists Councillors with all aspects of their role, particularly with their casework and constituent enquiries through contact with services of the Council and through the Council's Customer Relationship Management Database (CRM).

The team also handles all correspondence and invitations / enquiries to the Chairman of the Council, Leader of the Council and Cabinet Members. The Member Support Team also administer the Small Grants Fund and the Chairman's Medal scheme.

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?

If you have contacted the Member Support Team or your local Councillor, we will collect:

- Your Name
- Your contact details (address, telephone number and or email address)

We need this information so that we can respond to your enquiry.

In some cases, such as assisting you with specific issues or specific organisations, we might need more information such as:

- Your national insurance number
- Your date of birth
- Signature
- Information about your health needs
- Details of family members

We need this information so that your query can be directed to the correct department of the Council and dealt with as quickly as possible.

In some rare cases, we might handle special category data such as medical information. This information is needed so that the appropriate support can be requested for you.

Your local Councillor or a Member Support Team Member may collect this information in writing, through conversation with you (i.e. telephone or in person) or via the Council website

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

We collect and use your personal information so that either we can comply with our legal obligations, or we can perform a task in the public interest or for our official functions, under Article 6.

When we collect special category personal information we rely on one of the following Article 9 conditions:

- Explicit Consent: your or your representative have given us explicit consent to identify your political opinions for the purposes of an election;
- Public Domain: you have made your information publicly available;
- Archiving, Research, Statistical Purposes: we use it for archiving, research or statistical purposes

4. What is your personal information used for?

- To respond to your request for advice, guidance or information
- To respond to an enquiry or a complaint
- To process an application for Small Grant Funding from your local Councillor
- To organise attendance at an event on behalf of the Chairman of the Council
- To process an application for a Chairman's Medal

5. Will your personal information be shared?

In certain circumstances your personal information may be shared with other council departments or external organisations where we have a statutory obligation to share such as for the purposes of the prevention or detection of crime.

The Council will not share your information for marketing purposes and will only use any contact details you may have supplied while processing your application.

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.

We secure information by controlling access to systems and networks, which allows us to stop people who are not allowed to view your personal information from getting access to it. We also provide training for our staff which 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 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 service specific guidelines can be provided on request.

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; and
- 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 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