

**Privacy Notice**  
**Durham County Council**  
**Regeneration and Local Services**  
**Technical Services**  
**Strategic Highways**  
**Drainage and Coastal Protection**

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

**Who we are and What we do**

The Drainage and Coastal Protection Team carry out Durham County Council's duties under the Flood and Water Management Act 2010 acting as the Local Flood Authority (LLFA).

As the Lead Local Flood Authority (LLFA) for County Durham, we work with partner agencies like Northumbrian Water and the Environment Agency.

We carry out specific tasks associated with The Flood Risk Regulations 2009 and the Flood and Water Management Act 2010. We:

- Develop, maintain and apply a local flood risk strategy.
- Carry out risk assessments and identify flood risk areas.
- Investigate all significant flooding.
- Keep a register of flood defences.
- Produce County Durham Surface Water Management Plan to manage flooding which happens as a result of heavy rainfall.

For more information, 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, or your organisation name
- your address
- site information, address
- your telephone number(s)
- your email address
- surveys and opinion feedback
- Flooding incidents
- Property damage

**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
- by post
- DCC emergency action logs
- Emergency services action logs
- Photographic records

For example, we may take photographs, to aid in funding applications or to use in designing of flood defenses.

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

To enable us to provide services to you it is necessary for us to use your personal information to help assess your needs and identify the most appropriate services available.

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

**Managing the councils flood risk as the Lead Local Flood Authority** : Duties contained in the Flood and Water Management Act 2010

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

**Contract:** You may have entered into a contract with us

**Legitimate Interests** – processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party

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

Durham County Council holds information about Flood risk and flooding history in order to:

- Provide you with relevant advice and information
- Provide services or arrange for others to provide services to meet your needs
- To comply with legal obligations
- Manage County Durham flood risk.
- Carry out works to reduce flood risk.
- Apply for funding wherever possible to reduce flood risk.
- Manage development so as not to increase flood risk and reduce risk where possible

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 may be shared with the following:

- Other flood risk management authorities.
- Emergency Services.

Your information will not be shared with other organisations unless there is a legal basis for doing so. Local flooding history may be shared with land or housing developers, for example during planning applications, however this will not include your personal details.

## 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, policies and systems to ensure that access to your records are controlled appropriately.

The datacentres processing payment information comply with ISO27001 and ISO14001 and are PCI DSS Level 1 accredited.

Examples of our security include:

- 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
- Anonymizing information that is shared or used in reports (removing personal data)
- 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. Our corporate retention guidelines show how long we keep it for different services. This ranges from months for some records to decades for more sensitive records.

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 Drainage and Coastal protection Team will keep your records as follows:

The process of receiving, considering and responding to submission and objections to planning

As above but also:-

- Objections
- Public inquires

Destroy 15 years after decision  
High profile schemes may be offered to the archivist

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

We do not process your personal information outside the EU.

## 9. Marketing

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

**If you wish to exercise your information rights, please contact our Data Protection Officer at [DPO@durham.gov.uk](mailto: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 the 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](mailto: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](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