

Privacy Notice Environmental Services Parks and Countryside

1. Who we are and what we do

Durham County Council
Environmental Services
Parks and Countryside Service

The Parks and Countryside Department provides a range of commercial services, events, activities and courses held in: Hardwick Park, Sedgfield; Wharton Park, Durham City and DCC's wider countryside estate across County Durham. The wider estate includes:

- Country Parks
- Nature Reserves
- Picnic Areas
- Railway Paths

They also manage a guided walks programme that takes place in a range of city centre and countryside locations across the the county.

To deliver these requires the collection and use of personal data for the purposes of:

- Enabling the customer to pre-book courses and activities.
- Enabling the service to contact the customer in the event of there being any disruption to the activities chosen and booked by the customer.
- To provide the customer with performance updates and planned improvements to the service.

Participation in any of the above aspects of the service is entirely voluntary on the part of the customer and not bound by statute.

For the purposes of this privacy notice, Durham County Council is the data controller.

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

What type of Personal Data do we collect?

If you have contacted us, we will collect:

- your **name** and
- your **contact details** (address, telephone number and or email address)

Depending on the reason for your contact with us, we may also collect:

- your **age/date of birth**. To assess eligibility for discounted rates.
- your **bank details**. To enable processing of payments.

The above data is necessary in order to supply the service to you. All financial information is kept securely in line with industry standards

We may collect this information:

- through conversation with you (i.e. telephone or in person) or
- via digital means such as our online booking system, social media pages and websites.

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

Lawful basis to process personal data is outlined in Articles 6a, 6b, and 9a of the General Data Processing Regulations:

Lawful Basis (Article 6)

- a) processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract;
- b) processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data.

4. What is your personal information used for?

The Parks and Countryside Service, as part of Durham County Council is responsible for the collection and secure storage of all data collected in connection with the services provided.

The Parks and Countryside Service collects and processes information about you to:

- help you to access our services.
- help you to use our facilities safely.
- inform future service delivery.
- help you purchase tickets for events, activities and courses.
- inform you of any changes to, or disruptions in services.
- keep in contact with you and help you to make the most of our service offer.

5. Will your personal information be shared?

In certain circumstances we do share your personal information.

When we share your information we do it with the following:

- External organisations where we have a statutory obligation to share such, as for the purposes of the prevention or detection of crime or for legal proceedings.

6. How do we keep your personal information secure?

The security of your personal information is important to us. This is why we have a range of security policies and procedures to control and safeguard access to and use of your personal information. This includes the use of passwords and encryption where appropriate.

Further general details on our security arrangements can be provided on request or by visiting the website. If you suspect there may have been a data breach, or wish to make a complaint, please contact us immediately at databreach@durham.gov.uk.

7. How long will we keep your personal information?

The reason for your contact with us will generally determine how long we keep your data for. We will only keep any or all of your information for as long as it is necessary and proportionate to do so.

For example:

We hold your personal information in relation to the services referenced in section 1 for the life of their relevance and for a maximum period of one year afterwards for the purposes of audit and compliance.

For financial details where you have transacted with our services we are obliged to retain information for a period not exceeding seven years from the date the data is captured.

Further details on our retention guidelines can be provided on request.

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

We do not process your personal information outside the EU.

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.

We will only market our services to you if you have expressly given us consent to do so via either a manual or digital form

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 be informed – this notice is provided to you by the Council in compliance with this right.
- Right of access – please see www.durham.gov.uk/inforights.
- Right to rectification – if you believe any information we hold about you is inaccurate, please let us know.
- Right to erasure – in some circumstances you may have a “right to be forgotten”. You will need to contact us and tell us what personal information you want to have erased. We will let you know if we can comply with your request and give reasons if we cannot.
- Right to restrict processing – if you are not happy with the way we are processing your data, you can ask us to stop processing it. We will let you know if we can comply with your request and give reasons if not.
- Right to object – this right applies if the lawful basis for processing your data is something other than consent. You will need to contact us and explain the nature of your objection. We will respond to your objection within 30 days.

To learn more about these rights please see the Information Commissioner’s Office (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.

If we have not been able to deal with your complaint, you can also contact the ICO:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5 AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745

Fax: 01625 524 510