

Privacy Notice
Durham County Council
Digital & Customer Services
Digital Durham

1. Who we are and what we do

Led by Durham County Council, Digital Durham encompasses nine other North East local authority areas: Gateshead Council, North Tyneside Council, South Tyneside Council, Sunderland City Council and the Tees Valley Combined Authority that encompasses the five Tees Valley councils.

Under the programme, the Council is working in partnership with the UK Government, the aforementioned local authorities and supplier British Telecom, to extend fibre infrastructure to as many businesses, homes and communities in the region as possible with the funding available.

We also help facilitate other types of broadband related and digital initiatives.

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?

We may collect the following types of Personal Data:

- Your name
- Your email address
- Your telephone number(s)
- Your address and postcode
- Your business name
- What type of broadband user you are (home user and/or business user)
- Information about your broadband query

We may collect Personal Information in a number of different ways:

- When you submit your details through our 'register your interest' form
- When you contact us with a query or complaint either by email, telephone or face to face

We receive non-personal address information from Openreach to allow us to identify the properties that may access fibre-based broadband as a result of work carried out through the programme.

We also receive non-personal address information from broadband network infrastructure providers through an Open Market Review process which allows us to identify the properties that have planned or existing broadband coverage and speeds.

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

When we collect and use your personal information we rely on one of the following:

- **Consent:** the data subject has given consent to the processing of his or her personal data for one or more specific purposes.
- **Legitimate Interests:** 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, in particular where the data subject is a child.

4. What is your personal information used for?

Digital Durham collects and uses information about you:

- To investigate and respond to a query, request, complaint or application you have made in relation to the provision of broadband services
- To send you information regarding the progress of your query, request, complaint or application
- To inform you about the availability of or future plans for fibre-based broadband to your property or area
- We may provide you with information about any broadband or digital related initiatives that you may be able to benefit from

We will use your information to:

- Help investigate if there are any existing or planned fibre-based broadband coverage to your property or area
- Identify the available broadband services and speeds that your property is estimated to be able to obtain
- Identify the Openreach structures and exchange building that your property is connected to and where it may be moved to if applicable
- Identify if any other network infrastructure providers supply services to your property
- Identify potential alternative broadband solutions to fibre that may be available to you
- Identify if there are other broadband or digital related initiatives that you may be able to benefit from, particularly fully or partially funded schemes
- Identify the gaps in superfast broadband coverage to help us plan potential future coverage
- Communicate with you

5. Will your personal information be shared?

In order to accomplish the above, your personal data may need to be shared with one or more of our partners in the programme:

- BT Wholesale/Openreach (British Telecommunications PLC, 81 Newgate Street London EC1A 7AJ) - for the purpose of checking the availability, plans or progress for broadband to your area;
- Broadband Delivery UK (Department of Digital, Culture, Media and Sport) - for the purpose of checking the availability or plans for broadband to your area;

- Darlington Borough Council, Gateshead Council, Hartlepool Borough Council, North Tyneside Council, Middlesbrough Council, Redcar and Cleveland Borough Council, South Tyneside Council, Stockton-on-Tees Borough Council, Sunderland City Council and the Tees Valley Combined Authority – for the purpose of complaint handling, dealing with queries or advising on broadband availability, plans or progress to your area.

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.

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. 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.

Data provided to us by our partners/supplier as part of the contract management process will be retained for six years following the end of the contract term.

The retention period for all other Personal Information that you have directly supplied to us is a maximum of six years after the date created.

8. Is your personal information processed overseas?

We do not process your personal information outside 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.

Openreach notify us when orders can be placed on a fibre structure that has been delivered under the programme. They supply non-personal address and/or postcode information for the properties that are connected to the structure that may upgrade to a fibre-based broadband service with their chosen Internet Service Provider should they wish to. We will email anyone who has registered with us to be notified.

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 any of these rights please contact the Digital Durham team in the first instance.

Email: digital.durham@durham.gov.uk

Post: Digital Durham, Education Development Centre, Enterprise Way, Green Lane Industrial Estate, Spennymoor, County Durham, DL16 6YP

You also have the right to request a copy of the personal information 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.

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 or on 03000 268034.

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