



Northumberland County Council

Volunteer Digital Champions

How we handle your information

This Privacy Notice is designed to help you understand how Northumberland County Council as a registered Data Controller will handle your personal information. It will outline why we ask for your personal information, detail the information we hold, how it is used, shared and how long it is kept for. It will also detail how you can exercise your rights.

Why do we ask for your personal information?

We use information about volunteer digital champions in order to deliver certain activities which are part of the digital skills and inclusion programme. Your information will be used to arrange the volunteer activity you are involved with.

What information do we hold?

We only process the minimum personal information and special category (sensitive) information required to deliver the digital champions network and associated activities.

The personal information we process includes:

- basic details about you, for example, name and contact details
- contact we have had with you, for example, emails & letters of correspondence,
- relevant information from other people that we have been in contact with in relation to the digital champion activity you are involved with

How does the law allow us to use your personal information?

There are a number of legal reasons why we are allowed to collect and use your personal information. In order to process your personal data, we rely on one or more of the following legal bases;

- We need the information because you have entered a **contract** with us
- It is necessary for us to have the information to conduct our legitimate business for non-statutory services (**Legitimate Interests**)
- We need to have the information to protect someone in an emergency (**Vital Interests**)
- You, or your legal representative, have given consent for us to use your personal information.

How long do you keep my information for?

We will only store your information for as long as is legally required or in situations where there is no legal retention period they will follow established best practice. Your details will be kept for the period of the activity you are involved with.

Who will you share my information with?

We may need to share your information with others to enable us to work together. We will only share information with third party partners if they have a genuine and lawful need for it. In some instances, this will be internal council service however, sometimes information will be shared with an external third party but only if they have a justifiable and lawful need for it.



Northumberland County Council

We may share your information with;

- schools, libraries or community venues for the purpose of establishing an activity as agreed with you in advance
- where the health and safety of others is at risk
- when the law requires us to pass on information under special circumstances

Information will be processed within the EEA and will not be shared with overseas recipients .

Can request a copy of my records?

You can request what information the Council holds about you. If you wish to see a copy of your records you should submit a Subject Access Request which is available through our website or by contacting the Information Governance Office. You are entitled to receive a copy of your records free of charge, within a month.

Do I have Other Rights?

Data Protection law gives you the right:

1. To be informed why, where and how we use your information.
2. To ask for access to your information
3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office
10. If our processing is based upon your consent, to withdraw your consent.

Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this notice, please tell us. Please contact Nathan Fuller on Nathan.Fuller@northumberland.gov.uk or 01670 620185.

Data Protection Officer: informationgovernance@northumberland.gov.uk

You also have the right to complain to the Information Commissioner's Office if you are unhappy with the way we process your data. Details can be found on the ICO website, or you may write to the ICO at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Email: casework@ico.org.uk