

Privacy Notice

City Of York Council – Survey for customers of Shape Homes York

This privacy notice was completed in September 2021 and will be regularly reviewed. When we use your personal data, CYC complies with data protection legislation and is the registered 'Controller'. Our data protection notification is registered with the Information Commissioner's Office (ICO) – reference **Z5809563**.

Why is information being collected?

We would like your feedback and opinions on many aspects of buying a living in Shape Homes property built through the housing delivery team. This is to gauge customer satisfaction with customer service, the property and the development as a whole to inform possible service improvements and any new contracts such as how the home performs from a climate change perspective/ environmentally etc.

What information will be collected?

We will collect your personal information e.g your name and contact details, etc as well as your feedback and opinions about the levels of satisfaction the occupiers of Shape Homes properties have.

Participation is voluntary and you can choose not to answer some of the survey questions.

What will we do with the information?

We are using the information you give us with your consent. You can withdraw your consent at any time by contacting info@shapehomesyork.com or 01904 551550

The information we collect will be included in presentations, statistics and reports. Any presentations, reports and statistics for publication or use outside of the authorised council staff, will be anonymised and cannot be linked back to you, your family or individuals. Reports containing anonymous information may also be shared with the general public and other organisations.

We will protect it and make sure nobody has access to it who shouldn't and we will not keep it for longer than is necessary.

Where we use Survey Monkey to process responses, you can find out how they use your information, at http://www.surveymonkey.com/mp/legal/privacy-policy/?ut_source=footer

If you have completed a paper survey, once you complete and return it to us, we will transfer the information you have given us onto the council's secure network and then destroy confidentially the paper copy.

We will not use the information for any other purpose than set out in this privacy notice and will not disclose to a third party i.e. other companies or individuals, unless we are required to do so by law for the prevention of crime and detection of fraud, or, in some circumstances, when we feel that you or others are at risk.

You can find out more about how the City of York Council uses your information at <https://www.york.gov.uk/privacy>

Storage of information

We will keep the information you give us in CYC's secure network drive and make sure it can only be accessed by authorised staff.

How long will we keep the information?

We will keep the information you give us for up to three years and then will securely and confidentially destroy it.

Where required or appropriate, at the end of the retention period we will pass onto the City Archives any relevant information.

Further processing

If we wish to use your personal information for a new purpose, not covered by this Privacy Notice, we will provide you with a new notice explaining the purpose prior to commencing the processing and the processing conditions. Where and whenever necessary, we will seek your consent prior to the new processing.

Your rights

To find out about your rights under data protection law, you can go to the Information Commissioners Office (ICO): <https://ico.org.uk/for-the-public/>

You can also find information about your rights at <https://www.york.gov.uk/privacy>

If you have any questions about this privacy notice, want to exercise your rights, or if you have a complaint about how your information has been used, please contact us at information.governance@york.gov.uk on 01904 554145 or write to: Data Protection Officer, City of York Council, West Offices, Station Rise, York YO1 6GA.