

Privacy Notice for 'Doing business with CYC Online' survey

We'll keep this privacy notice under regular review; it was last updated in November 2019. When we use your personal data, City of York Council (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.

Personal data will be collected via a survey which is available online and in paper format as part of York Business Week. Your details will be collected during the survey and if you choose to make contact by email to webadmin@york.gov.uk to express your interest in being part of a user group.

As the council provides information for businesses on our website, in accordance with best practice we're asking questions of the target audience to help us understand what online support we can provide and to inform decisions while improving our digital services. The results of this survey and participation in the user group will help shape future website development.

Participation in the survey is voluntary and you can choose not to answer some of the survey questions. You can withdraw your consent for your personal data to be used (after the point of withdrawal), at any time, by email: webadmin@york.gov.uk.

We are only seeking feedback related to doing business with us online, for example whether business owners use the council website and whether they find the type of support they need.

We are not collecting personal information as part of the survey. Participants can opt to make contact via email if they want to be part of the user group, at which point City of York Council will have access to your email address, only. We'll reply to your email address to invite you/provide more information; we'll also provide a relevant privacy notice at that time related to your participation in the group. We will not use your email address for any other purpose than the invitation, without your prior consent.

The user group will have a relevant privacy statement related to its activities, and participants can choose to opt in before their data is processed; they can subsequently opt out, at any time.

The information we collect in the survey will be included in internal presentations and reports, to help shape development of the City of York Council website, specifically the subject areas relevant to business owners.

The findings of the survey will not be shared outside of City of York Council.

Where online data is collected using SurveyMonkey, your IP address may be recorded, however, City of York council will not refer to IP address information when we process the survey results. It's possible to find out how SurveyMonkey uses your information via: www.surveymonkey.com/mp/legal/privacy-policy.

We will keep the information you provide in a secure drive on the council's network, and make sure it can only be accessed by authorised staff.

If you complete a paper copy of a survey we'll transfer the information you have provided, onto the council's secure network, and securely destroy the paper copy once the transfer is complete.

We'll keep the information you give us for up to 3 years, then we'll securely destroy it. Where required or appropriate, at the end of the retention period, we'll pass the data onto the City Archives.

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

To find out about your rights under data protection law, visit the Information Commissioners Office (ICO), see: 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 you have a complaint about how your information has been used, email: foi@york.gov.uk or telephone: 01904 554145. Alternatively you can write to: Data Protection Officer City of York Council, West Offices, Station Rise, York, YO1 6GA.