

## User Research Privacy Notice

We will keep this privacy notice under regular review; it was updated in July 2020. 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.

This questionnaire you have been invited to is being conducted to help improve the services that the City of York Council provides.

Research project title:	Digital ways of working – Housing
Research session:	Questionnaire
Researcher name:	Gemma Oliver
Researcher contact telephone number:	01904 552439
Researcher contact email address:	gemma.oliver@york.gov.uk

### What data we collect

The personal data we collect from you will include:

- any feedback you give
- your thoughts about the topic of the questionnaire
- any previous experiences you may have had of a service related to the questionnaire
- relevant quotes you submit in the questionnaire

### Why we need your data

We collect your data because:

- we will use your feedback to understand how we can improve our services
- we will compare feedback to find common themes across all the sessions we run
- we need an accurate record of what was said for when we draw conclusions on our research

### Our legal basis for processing your data

We will use your data because you have consented for us to do so. We will ask for consent before the session starts.



## **How we will use your information**

We will use your information and responses in reports and presentations to inform how we can improve our services. When sharing your responses with other City of York Council departments or other partner organisations, we will anonymise your data so that you're not identifiable. Each person taking part in a research project will be assigned a number, and any names or other personal data will be removed.

Only researchers working in the Business Engagement Team and other relevant council teams when necessary will have access to the full original recordings and notes.

Online data will be collected using SurveyMonkey. To find out how they use your information, please [click here](#).

## **How long we keep your information for**

We will hold the data from research, and a record of consent for a maximum of one year. After this point, we will delete any personal data relating to you, but we will retain reports that contain your anonymised quotes and feedback.

At the end of the retention period, we may pass any relevant information to the City Archives where it is required or appropriate to do so.

## **How we store your personal data**

Electronic data recorded, including notes and recordings, are stored in a City of York Council restricted storage system.

As your personal data will be saved on our IT systems, it will also be stored with organisations that provide our email and document storage services (for example, Microsoft Office365).

## **Who we share your information with**

We will not:

- sell or rent any of your data to third parties
- share your data with third parties for marketing purposes

We will share your data if we're required to do so by law. For example, by court order, or to prevent fraud or other crime. We will also share your data in the event of a serious safeguarding concern. For example, if we are concerned about the welfare of a child or vulnerable adult.



Your data will be shared within the Business Engagement Team and other relevant council teams when necessary, for the purposes of analysis. In addition, reports containing anonymised findings will be shared beyond the Business Engagement Team, for example, with other Council departments or organisations that we are working with.

## Your rights

You have the right to withdraw consent to the processing of your personal data, for example original recordings and notes where you can be identified. If a report with anonymised quotes has been published (internally or externally) we will not be able to remove this as it does not constitute personal data.

You also have the right to request:

- information about how your personal data is processed
- a copy of that personal data
- that anything inaccurate in your personal data is corrected without delay
- that your personal data is erased if there is no longer a justification for holding it
- that the processing of your personal data is restricted in certain circumstances (for example, where accuracy is contested)

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 questions about this privacy notice, want to exercise any of your legal rights, or you have a complaint about how your personal data has been used, email: [foi@york.gov.uk](mailto:foi@york.gov.uk), telephone: 01904 554145 or write to:

Data Protection Officer  
City of York Council  
West Offices  
Station Rise  
York  
YO1 6GA

