

## **Privacy Notice for Sensory Support Service Survey**

This privacy notice was completed in October 2023 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 are inviting you to take part in a survey to understand how we can improve our sensory support services.

Your feedback will help us:

- a) Provide ongoing support through comprehensive advice and information.
- b) Communicate in a better way about the service.
- c) Improve assessments for those with sensory loss.

### **What information will be collected**

We are collecting your feedback, such as:

- a) What type of support you have received from sensory support services.
- b) Improvements you want us to make.
- c) Suggestions on how support could be provided differently.

We will also ask for information about you, including your age range, what gender you identify as, sexual orientation and ethnic group. This will help us understand how different groups experience the services and supports our aim to improve equality, diversity, and inclusion.

Participation is voluntary and you can choose not to take part at all or not to answer any of the questions during the survey.

### **What will we do with the information**

We are using the information you give us in the survey with your consent. You can withdraw your consent at any time by contacting [allageconsultation@york.gov.uk](mailto:allageconsultation@york.gov.uk)

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 or individuals. Reports containing anonymous information may also be shared with the general public and other organisations.

Where we use Survey Monkey to process responses, you can find out how they use

your information, at <https://www.surveymonkey.co.uk/mp/legal/privacy/>

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.

### **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](mailto:information.governance@york.gov.uk) or on 01904 554145 or write to: Data Protection Officer, City of York Council, West Offices, Station Rise, York YO1 6GA.