

## **Privacy Notice for Family Hub Coproduction Survey**

This privacy notice was completed in March 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 creating new Family Hubs in York. These Hubs will be a place where families can go to get different types of services for their children who are aged 0 to 19 years old (up to 25 years old for children with disabilities). The services will include things like Early Years support and help for parents.

We want to make sure that the most vulnerable people in our communities are protected and we would really appreciate help to identify what services, interventions, and activities are important to family or to the families, support staff work with, and we want to know the best way for families to access these services

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

We are collecting

- About you – Are you going to the Family Hub as a parent, young person, carer, practitioner, etc.
- What support you would like access to
- Where would the best place be to get this support
- how do you want to access support

We will also like people to be involved in helping us shape the Family Hubs either attending workshops, discussions, 1-1 conversations and even support the on-going design by sitting on the Co-production Governance Board.

This would be voluntary, but if you wanted to help, we will also ask for

- Your name
- Your email address and/or phone number
- The best way to contact you e.g., by email or phone

### **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 us at [childrenservicefeedback@york.gov.uk](mailto:childrenservicefeedback@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, your family, or individuals. Reports containing anonymous information may also be shared with the public and other organisations.

We are using 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](http://www.surveymonkey.com/mp/legal/privacy-policy/?ut_source=footer)

If you complete 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 only for as long as we need it and no longer than 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.