

User Research Privacy Notice

This privacy notice was compiled in January 2021 and we will keep it 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**.

The user research session you have been invited to, is being conducted to help improve the services that the City of York Council provides. Details about the session you are participating in are explained in the separate factsheet given to you. If you have any questions, please ask the researcher running the session.

Research project title:	Microsoft 365 feedback
Research session:	Feedback Questionnaire
Researcher name:	Tom Thornton
Researcher contact telephone number:	01904 552979
Researcher contact email address:	tom.thornton@york.gov.uk

What information we collect

The personal information we collect from you will include some or all of the below:

- your name
- your contact details if you have agreed to be contacted for future sessions
- any feedback you give
- your thoughts about the topic of the session
- any previous experiences you may have had of a service related to the session
- relevant quotes you say during the session
- your image and or voice

This could be in the form of audio recordings, video recordings, screen recording, written notes, typed responses and or photos depending on the type of session – the type of session and how we will record this data will be included in the factsheet you are provided.

Why we need your personal information

We collect your personal information 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 personal information

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

You have the right to withdraw your consent to this use of your personal information at any time, for example original recordings and notes where you can be identified, by contacting BusinessEngagementTeam@york.gov.uk. If a report with anonymised quotes has already been published (internally or externally) we will not be able to remove this.

How we will use your personal information

We will use your personal 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 identifiable information will be removed.

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

Who we share your personal information with

Your data will be shared within the Business Engagement Team, User Design 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 and User Design Team, for example, with other Council departments or organisations that we are working with.

We may share short audio or video clips with other colleagues within the City of York Council departments if we have your express permission to do so.



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 personal information without your consent, 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.

How we store your personal information

- If you are participating in a workshop or interview:
Your personal information will be recorded in note form during the session. After the session, it will be transferred into electronic format and any hand-written notes will be confidentially destroyed. Electronic data recorded, including notes and recordings, are stored in a City of York Council restricted storage system.
- If you are completing an online survey or questionnaire:
When you finish the questionnaire or survey, responses will be processed by the online platform we use. We will periodically export responses from the platform for analysis. Any exported data will be stored in a City of York Council restricted storage system.

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

How long we keep your personal information for

We will hold your personal information for a maximum of one year. After this point, we will delete it, but we will keep reports that contain only the anonymised quotes and feedback.

If you have agreed to participate in future sessions, then we will keep your name and work contact details for as long as you want to be contacted by us. You can withdraw your consent for this at any time by contacting

BusinessEngagementTeam@york.gov.uk.



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.

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 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, telephone: 01904 554145 or write to:

Data Protection Officer

City of York Council

West Offices

Station Rise

York

YO1 6GA



Research project title: _____

Researcher name: _____

User Research Consent Form

If you would like to take part in this session, you will need to confirm that you have read and understood the supplied privacy notice.

Please tick this box to confirm that you have read and understood the privacy notice for this session and that you consent to your personal data being used as described in the privacy notice.

Other research sessions

We would like to send you invitations to other research sessions in the future. If you would like to be contacted, please tick the box. You can unsubscribe at any time by contacting us.

Email address: _____

Telephone: _____

Name: _____

Signed: _____ **Date:** _____

