

Privacy Notice for City of York Reablement Service Survey

The reason why you have been contacted as part of the City Council on Reablement Service Survey is to ask some personal questions which you may choose to give. We do not publish or share any information which can identify you.

We will keep this privacy notice under regular review. 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.

Why will information be collected?

You are invited to take part in a survey that will inform the Council on recommissioning of the reablement service and what you would like to see it in the future.

Your feedback will support ongoing work to enable the service to maintain its objectives of promoting independence living after discharge, deliver excellent customer-focused cost-effective service and encourage lifetime wellbeing at home.

Participation is voluntary and you can choose not to answer some of the survey questions. You can withdraw your consent at any time, by contacting: adultcommisioning@york.gov.uk

What information will be collected?

The survey asks for some personal information to identify the needs of groups.

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

If you would like to know more information about the survey or about the reablement service, you can do so by contacting adultcommissioning@york.gov.uk

What will we do with the information?

Any data for publication or use outside of the authorised officers will be anonymised and will not identify any individuals. The information we collect will be anonymised and included in presentations, reports and performance frameworks run by the Business Engagement Team and City of York Council, when necessary, for the purposes of analysis.

We will not use the data for any other purpose than stated 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, etc.

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

Where will the information be kept

We will keep the information you give us and your personal data in the council's secure network drive and make sure it can only be accessed by authorised staff. Your responses will be stored, and anonymised if being used as part of a report by the Business Engagement Team and City of York Council and may share this information, when necessary, with stakeholders.

How long will we keep the information?

We will keep the information you give us and your personal data for up to three years and then will securely destroy it. Where required or appropriate to, at the end of the retention period, we will pass onto the City Archives any relevant information. Any anonymised data will be kept for as long as needed.

Further Processing

If we wish to use your personal data 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 email, 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 or on 01904 554145 or write to: Data Protection Officer; City of York Council; West Offices; Station Rise; York YO1 6GA