

## **City Of York Council - Privacy Notice for feedback on our Housing Delivery Programme**

This privacy notice was completed in August 2022 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?**

The Housing Delivery Team would like your feedback and opinions on how the Housing Delivery Programme has met its aims.

The information we get from you will help us gauge satisfaction with customer service, your property, and the development as a whole, as well as inform us on how well we are meeting our city's housing need. It will also help inform possible service improvements and future developments.

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

We will collect your personal information such as your name, contact details, etc . We will collect your feedback, opinions, thoughts and feelings and we will do this in a number of ways for example focus groups, surveys, interviews, etc.

We may audio record some of our sessions e.g. focus groups; some one to one discussions/interviews with you, etc . This is so information can be transcribed and analysed. Once the audio recording has been transcribed, it will be destroyed after 30 days.

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

We collect and use your information with your consent. You can withdraw your consent at any time by contacting [info@shapehomesyork.com](mailto:info@shapehomesyork.com).

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 general public and other organisations.

We will let you know when we are working with partners or third parties and when we do, we will have agreements in place with them. For example, for the focus groups, we are working with University of York and have an agreement in place with

them. You can find their privacy notice details at <https://www.york.ac.uk/about/legal-statements>.

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 six 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.