

## **Privacy Notice for Age Friendly York – Your Service**

We will keep this privacy notice under regular review; it was last updated in January 2022. 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?**

Age Friendly York was successfully launched on Wednesday 26<sup>th</sup> June 2019. This means York is now part of the Age Friendly Network which consists of over 48 cities and communities in the UK and 1000 across the world.

We have identified how we will look at the World Health Organisation - Age Friendly statements to establish a baseline of where we are at now and what we want to achieve going forward. The areas we will look at are: Your Journey; Your Destination; Your Time; Your Access to Information; Your Services and Your Home.

We have received feedback from citizens, professionals and interested groups to help form an [Age Friendly Action Plan](#).

However, we want to ensure we continually keep up to date with people's views and provide the opportunity for people to share their stories. This will influence any changes to the Action Plan.

We ask for some personal information in order to identify the needs of particular groups (eg/ age and gender). We are collecting email addresses to create an Age Friendly mailing list which we will use to contact participants to provide feedback and inform them of future Age Friendly engagement opportunities. This is optional to the person completing the survey. Age Friendly York is working in partnership with Healthwatch York and York Older People Assembly. We have therefore provided the opportunity for you to be also kept informed by these organisations.

Participation is voluntary and you can choose not to answer some of questions. You can withdraw your consent at any time, by contacting: [AgeFriendlyYork@york.gov.uk](mailto:AgeFriendlyYork@york.gov.uk)

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

We collect personal information, thoughts and opinions relating to Age Friendly York. You can opt-out of sharing your personal data.

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

The information we collect will be included in presentations, reports and performance framework. Any data for publication or use outside of the authorised officers will be anonymised and will not identify any individuals. Any data shared with Healthwatch York and York Older People Assembly will have any personal information removed and will therefore not be able to be attributed to you.

Information gathered will be used to collate stats and provide anonymous quotes to provide evidence of the views about the specific subject areas.

We will only use your email or postal address to contact you specifically about Age Friendly York initiatives or to pass onto Healthwatch York or York Older People Assembly based on the permission you have specified. We will therefore provide a copy of the information obtained, which will exclude any personal information. We will not use the data for any other purpose than stated and will not disclose to a third party, ie 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. Healthwatch York will keep the information provided in their secure network drive. Where you complete a paper copy of a survey we will transfer the information you have given onto the council's secure network drive and then securely destroy the paper copy once the transfer is complete.

Any information shared with Healthwatch York or York Older People Assembly will have personal details removed, so this will not be able to be attributed to any one person.

### **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

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