



Privacy Notice for Educational Psychology Biennial Survey to Schools and Settings

This privacy notice should be read in conjunction with the Educational Psychology general privacy notice at <https://www.york.gov.uk/privacy/EducationalPsychology>

City of York Council (CYC) current data protection notification is registered with the Information Commissioner's Office (ICO) – reference Z5809563. We regularly review this privacy notice, and it was last updated in April 2024.

CYC is committed to ensuring that personal data is handled in accordance with the principles set out in data protection legislation and guidance from the Information Commissioner's Office (ICO). This privacy notice tells you what to expect when we collect personal information about you. It applies to parents/carers and professionals using our EP Supportline.

CYC is the controller for this information unless we specifically state otherwise in this privacy notice. You can contact the council's Data Protection Officer at information.governance@york.gov.uk or 01904 554145, or write to:

Data Protection Officer
City of York Council
West Offices
Station Rise
York
YO1 6GA

This privacy notice should be read in conjunction with other relevant CYC privacy notices and/or policies and procedures.

When appropriate we will provide a 'just in time' notice to cover any additional processing activities not mentioned in this document.

How do we get your information

We get information directly from you when you take part in biennial survey

What personal data we process and why

- your name
- your contact details
- your opinions, thoughts and feedback

The information we collect will comprise your responses to our feedback questionnaire. The questionnaire has been developed by the Educational Psychology Service and asks about your experience of service delivery. The reasons for this are:

- We send a biennial survey to schools and settings to gather views and experiences relating to EPS service delivery – what they find helpful and areas to improve.
- It is crucially important that at a local and national level we can evidence the effectiveness of the psychological services we deliver

- We use service feedback as part of a self-review of how we are meeting our responsibilities as required by the Children and Families Act 2014 and SEN Code of Practice. This will help to assist in the future planning of the service, and help us understand what kind of impact we have on children, families and educational settings.

Where you ask us to follow up a specific issue or concern we will ask you to provide the name and contact details of your setting so that we can do that

Participation is voluntary and you can choose to not answer any of the questions. Providing the name of your setting is optional.

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 or individuals. Reports containing anonymous information may also be shared with the public and other organisations.

As we are using the information you give us with your consent, you can withdraw your consent at any time by contacting: The Educational Psychology Service at educational.psychology@york.gov.uk

Automated decision making

We do not carry out any automated decision making as part of this survey

Collecting information automatically

Please see our cookies page for further information about the information we collect automatically when you use our website

Childrens' information

Where we provide services directly to children or young people, the information in the relevant parts of this notice applies to children and young people, as well as adults.

Lawful basis for processing your personal data

Any personal data including special category data that we process about individuals is done so in accordance with Article 6 and 9 of the UK GDPR and Schedule 1 of the Data Protection Act 2018 (DPA 2018).

The legal basis for processing your personal data is in accordance with the following:

- Article 6(1) your consent
- Article 9(2) your consent

Some of the Schedule 1 conditions for processing special category and criminal offence data require an Appropriate Policy Document (APD) to be in place, which sets out and explains the procedures for securing compliance with the principles in Article 5 and policies regarding the retention and erasure of such personal data. This document explains this processing and satisfies the requirements of Schedule 1, Part 4 of the DPA 2018 and supplements this privacy notice.

Our Appropriate Policy Document – City of York Council provides further information about this processing.

How long we keep your personal data

We will keep the information you provide for up to 5 years which is to allow the service to evaluate and report on patterns over a sustained period. We will then 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.

Data sharing

In some circumstances, such as under a court order or safeguarding, we are legally obliged to share information. We may also share information about you with third parties including our data processors, government agencies and external auditors.

We will always satisfy ourselves that we have a lawful basis on which to share the information and document our decision making.

Additionally, we are required under the Public Records Act 1958 (as amended) to transfer records to the City or National Archives (TNA) for permanent preservation. Full consideration will be given to Data Protection and Freedom of Information legislation when making decisions about whether such records should be open to the public.

Data processors and or third parties

Where we have third parties providing parts or all of our services for us, we have contracts or agreements in place with them such as

Where we use Survey Monkey to process responses, you can find out how they use your information, at <https://www.surveymonkey.com/mp/legal/privacy/>

Transfers of personal data

We do not routinely transfer personal data outside of the UK but when this is necessary, we ensure that we have appropriate safeguards in place and that is done in accordance with the UK data protection and privacy legislation.

How we protect your information

We are committed to keeping your information safe and secure. There are several ways we do this, such as:

- IT security safeguards such as firewalls, encryption, and anti-virus software
- on-site security safeguards to protect physical files and electronic equipment
- training for all staff and elected councillors
- policies and procedures

Your rights in relation to this processing

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 on 01904 554145 or write to:

Data Protection Officer,
City of York Council,
West Offices,
Station Rise,
YO1 6GA.