

Privacy Notice for Age Friendly York Citizen Group – Using technology in social care

The reason why you have been contacted as part of the Age Friendly York Citizen Group is that this will inform the Baseline Assessment and Action Plan for Age Friendly York - Your Services

We will keep this privacy notice under regular review; it was last updated in February 2020. 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 research project to understand how sensors and technology can be used in homes to improve health, wellbeing and to extend the amount of time an older person can live independently.

As part of a consultation into improving the council's service of an emergency response and telecare service provider - Be Independent - we are conducting this survey to gain feedback on people's views on technology, data and how this may influence social care.

Your feedback will help us to understand how people feel using technology, your views and experiences of the Be Independent service, how we may use technology to provide services to our customers and whether it can improve health and social care services, such as preventative care.

What information will be collected?

The survey asks for some personal information in order to identify the needs of particular 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 our research
- We would like to get general information about you such as age so that we can make sure we can provide a service for different types of people

If you would like to know more information about the project or would like more information on participating in trialling the sensors, you can do so by contacting Tamyn Milton-Wright, Locality Service Manager for BeIndependent on either Tamyn.Milton-Wright@york.gov.uk or 01904 551870 where a new Privacy Notice will be issued to you for consent.

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, User Design Team, Be Independent and other relevant council teams when necessary, for the purposes of analysis.

You will only be contacted by email, through the Age Friendly York Citizen Group email list and only when this is specifically about Age Friendly York initiatives. This will be done by Age Friendly York on our behalf, rather than the email list being passed to Be Independent.

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 go to: <https://www.surveymonkey.com/mp/legal/privacy-policy/>

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, User Design Team, Be Independent and other relevant council teams when necessary.

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

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: AgeFriendlyYork@york.gov.uk who will inform Be Independent, who are responsible for the data for this specific Survey

Our survey collects personal information, thoughts and opinions relating to technology and social care services.

You have the right to withdraw consent to the processing of your personal data, where you can be identified. If a report with anonymised quotes has been published (internally or externally) we will not be able to remove this as it does not constitute personal data.

You also have the right to request:

- information about how your personal data is processed

- a copy of that personal data
- that anything inaccurate in your personal data is corrected without delay
- that your personal data is erased if there is no longer a justification for holding it
- that the processing of your personal data is restricted in certain circumstances (for example, where accuracy is contested)

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>