

Privacy Notice for Children's Services Family Feedback

We created this privacy notice in January 2024 and we will keep it 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 is information being collected?

The information you provide helps us to improve our services and support how we make these improvements and meet our legal responsibilities. Participation is voluntary and you can choose not to answer some of the questions.

What information about you do we collect?

We are collecting from you:

- Your name and address
- Your opinions and thoughts
- What parts of children's services supported you and your experience of being supported.

How do we use your personal information?

The information you provide may be used alongside information already held by children's services. This means your feedback gives us the best insight into your experience and will be used to help improve our services, design better services for children, young people and families.

We are using the information you give us with your consent. You can withdraw your consent in relation to Children's Services Family Feedback at any time by contacting cscbusinesssupporthub@york.gov.uk.

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.

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/>

If you have completed a paper survey, once you complete and return it to us, we will transfer the information you have given us onto the council's secure network and then destroy confidentially the paper copy.

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.

Who do we share data with?

We will only share your information where we have a lawful reason to do so. Sometimes we may be required or permitted under the Data Protection Act 1998/General Data Protection Regulation to disclose your personal information without your explicit consent e.g. if we have a legal obligation to do so such as crime prevention or, in some circumstances, when we feel that you or others are at risk. If we identify any safeguarding concerns from your response we would act in line with local safeguarding practice.

For more information about how we respond to safeguarding concerns please visit <https://www.saferchildrenyork.org.uk/cyscp-1/report-concern-child-young-person>.

You can find out more about how the City of York Council uses your information at <https://www.york.gov.uk/privacy>

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 three years and then will remove it from our system 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 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 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 or on 01904 554145 or write to: Data Protection Officer City of York Council West Offices Station Rise York YO1 6GA