

Privacy Notice for How Well Did We Do – EHCP Survey

This privacy notice was completed in March 2021 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 How Well Did We Do Survey is being used to gather feedback on the Education, Health and Care Needs Assessment process. This includes reviewing the SEN Team involvement, reviewing the contributions from other services and how much you were involved in the development of the Education, Health and Care Plan.

What information will be collected?

We are collecting your opinions, thoughts and feedback as part of the survey

If you choose to enter the prize draw, we will collect your name, and contact details (email or phone number)

Participation is voluntary and you can choose to not answer any of the questions.

What will we do with the information?

We are using the information you give us with your consent. You can withdraw your consent at any time by contacting businessintelligence@york.gov.uk

The information we collect as part of the survey 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 protect it and make sure nobody has access to it who shouldn't and we will not keep it for longer than is necessary.

Where you choose to enter the free prize draw, we will only use your name and contact details for the prize draw. The first draw will take place 6 months after the 16th April 2021 (16th October 2021), and then we will securely destroy them. We will not use your name and contact details for any other purpose than this prize draw.

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

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.

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 feedback you provide regarding the EHC Process for up to three years and then will securely and confidentially destroy it.

Your name and contact details that you provide for the prize draw will be only be kept for the duration of this prize draw (for 6 months from the 16th April 2021 to 16th October 2021) and we will securely destroy them once the draw has been taken.

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 on 01904 554145 or write to: Data Protection Officer, City of York Council, West Offices, Station Rise, York YO1 6GA.