

## **Privacy Notice for City of York Carers Breaks Survey**

This privacy notice was completed in May 2023 and will be regularly reviewed. 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**

We are inviting you to take part in a survey to understand how we can improve our services.

Your feedback will support carers in York

- To have a voice to ensure carers are involved in planning the specific services and support that both the carer and the person they care for receives,
- enable them to make informed choices about access to care support, health, and wellbeing,
- ensure that both young and adult carers have opportunities to be heard
- Review other opportunities that are there for carers to take a break.

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

The survey will ask for your feedback such as

- the type of carers breaks you access
- if you would like to access more breaks
- the barriers to accessing carer breaks

### **Feedback**

Participation is voluntary and you can choose not to answer some of the survey questions which will be included in Newsletters, and on the City of York Council website.

We will also ask for information about you including your age range, what gender you identify as, sexual orientation, ethnic group. However, you can choose not to answer any or all these questions.

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

We are using the information you give us in the survey with your consent. You can withdraw your consent at any time by contacting [allagecommisioning@york.gov.uk](mailto:allagecommisioning@york.gov.uk)

The information we collect will be included in presentations, statistics, reports and performance frameworks run by the Business Engagement Team and City of York Council, when necessary, for the purposes of analysis. 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 are using Survey Monkey to process responses, you can find out how they use your information, at [http://www.surveymonkey.com/mp/legal/privacy-policy/?ut\\_source=footer](http://www.surveymonkey.com/mp/legal/privacy-policy/?ut_source=footer)

If you complete 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.

### **Where will the information be kept**

We will keep the information you give us in the council'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 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**

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](mailto: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.