

Privacy Notice for ICT Customer Satisfaction Survey

City of York Council (CYC) complies with the UK General Data Protection Regulations (UK GDPR) and the Data Protection Act 2018, and is the registered with the [Information Commissioner's Office](#) (ICO), reference: **Z5809563**.

We created this privacy notice in October 2023 and we will keep it under regular review

CYC is the controller for the personal data we process, unless otherwise stated. You can contact the council's Data Protection Officer at West Offices, Station Rise, York, YO1 6GA
Telephone: [01904 554145](tel:01904554145)
Email: information.governance@york.gov.uk

You can find more information about the role of the DPO here [Our Data Protection Policy Statement – City of York Council](#)

This privacy notice should be read in conjunction with other relevant specific privacy notices that are available at [Our privacy notice – City of York Council](#)

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

To help you understand this Privacy Notice including your rights, we've divided it into the following areas:

- **How we get your information**
- **What personal data we process and why**
- **Automated decision making**
- **Collecting information automatically**
- **Children's information**
- **Lawful basis for processing your personal data**
- **How long we keep your personal data**
- **Data sharing**
- **Data processors and or third parties**
- **Transfers of personal data**
- **How do we protect your information**
- **Your rights in relation to this processing**

How do we get your information

We will collect information

- When you complete the forms either electronically or a paper copy

If we use Survey Monkey, you can find out how they use your information, at

<https://www.surveymonkey.com/mp/legal/privacy/>

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

What personal data do we process and why

We will process:

- your opinions, thoughts and feedback on the services offered by the councils ICT Department.

If you are wanting us to contact you to discuss your feedback further we will require your:

- name
- email address

We are interested in finding out how we could improve the services offered by the ICT Department, whether by doing certain things differently or potentially offering new or additional services to meet customers' needs.

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

Children's 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

We are using the information you give us with your consent. This means that any personal data including special category data that we process as part of this survey/consultation is done 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)(a) – your consent

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

- Article 9(2)(a) – your consent

Some of the Schedule 1 conditions for processing special category require an Appropriate Policy Document to be in place that 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. You can find this at [Our Appropriate Policy Document – City of York Council](#)

You can withdraw your consent at any time by contacting ictservicedesk@york.gov.uk with the subject line: Withdrawal of ICT Customer Satisfaction Survey_FAO: ICT Compliance Team or by phone on 01904 552604.

How long we keep your personal data

We will keep the information you give us for up to three years and then will securely and confidentially destroy it.

Data Sharing

The information may also 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 general public and other organisations.

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.

The Council does not pass or sell personal data to third parties for marketing, sales, or any other commercial purposes.

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/ Third parties

Where we use data processors who are third parties to provide elements of services

for us, we have contracts in place with them. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

Transfers of your personal data information abroad

When it is necessary for us to transfer your personal information outside of the UK this will only be done in accordance with data protection and privacy legislation.

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

Please tick the box to confirm you have read and understood the privacy notice for this survey

Please tick this box if you agree we can contact you with further questions from this survey and/or your responses