

## **Privacy Notice Tenant Satisfaction Survey**

This privacy notice was completed in September 2022 and reviewed in August 2023. 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?**

We are contacting you to ask for your opinions, thoughts and comments on the housing services the council provides to tenants as set out in The Regulatory framework for Social Housing in England.

The Business Intelligence Hub conducts the Tenant Satisfaction Survey on behalf of Housing. We do this to gauge council tenant satisfaction across our landlord services.

We are required to generate and report tenant satisfaction measures to the Regulator of Social Housing, to provide tenants with greater transparency about landlord performance and to inform the regulator about how we are complying with consumer standards.

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

We will collect information about you including age, gender and ethnicity and also your opinions and feedback on our services and future priorities.

We will also collect your email address should you wish to be contacted regarding your responses.

Participation in this survey is voluntary and you may opt out of answering some or all the survey 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 [housing.serviceimprovements@york.gov.uk](mailto:housing.serviceimprovements@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 or individuals. Reports containing anonymous information may also be shared with the public and other organisations.

We will submit to the Regulator of Social Housing information specified by the regulator relating to our performance against those measures.

Where we use Survey Monkey to process responses, you can find out how they use your information, at

[http://www.surveymonkey.com/mp/legal/privacypolicy/?utm\\_source=footer](http://www.surveymonkey.com/mp/legal/privacypolicy/?utm_source=footer)

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.

### **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 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 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](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.