

Privacy Notice for Talkabout Panel

We will keep this privacy notice under regular review; it was last updated in January 2019. 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 Business Intelligence Hub conducts regular surveys with the Talkabout citizens' panel. It is one of the ways people can influence what happens in York, and aims to give a representation of York's residents' views.

This means we need to tell you what we will do with the personal data we collect and get your consent for this. We only use your personal data with your explicit and informed consent for the purposes described in this privacy notice.

You can withdraw your consent at any time, by contacting:

business.intelligence@york.gov.uk or 01904 551550.

What information will be collected?

When recruiting panel members, we ask for personal information to ensure that the panel is representative of the community as a whole. We also use this information to get better insight into different communities' views.

Surveys ask for views on topics including life in York, your local area, problems you face as well as your opinions on different services delivered by the council. Participation is voluntary and you can choose to not answer some or all of the survey questions.

The panel can also be invited to take part in consultations on other aspects of council services and policy.

What will we do with the information?

The information we collect will be included in presentations, reports and our performance framework. We never use any personally identifiable information as data will be anonymised and will not identify any individuals.

We will not use the data for any other purpose than stated and will not disclose to a third party ie other companies or individuals, unless we are required to do so by law for the prevention of crime and detection of fraud, etc.

Online data will be collected using SurveyMonkey. To find out how they use your information, please [click here](#).

Where will the information be kept?

We will keep the information you give us and your personal data in the council's secure network drive and make sure it can only be accessed by authorised staff in the Business Intelligence Hub.

Where you complete a paper copy of a survey we will transfer the information you have given onto the council's secure network drive and then securely destroy the paper copy once the transfer is complete.

How long will we keep the information?

We will keep the information you give us and your personal data 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

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing, if we start to use your personal data for a purpose not mentioned in this Privacy Notice.

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, want to exercise your rights, or if you have a complaint about how your information has been used, please contact us at foi@york.gov.uk or on 01904 554145 or write to:

Data Protection Officer
City of York Council
West Offices
Station Rise
York
YO1 6GA