

Privacy Notice for Customer Satisfaction Survey – Registrars

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: **Z7700853**.

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 do we get your information
- What personal data we process and why
- Lawful basis for processing your personal data
- How long we keep your personal data
- Data sharing
- Visiting our website and links to other websites
- Do we use any data processors
- Your rights in relation to this processing
- Transfers of personal data

How do we get your information

We will collect information

- When you complete forms either electronically or a paper copy

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

What personal data do we process and why

We will process

- your opinions, thoughts and feedback on the service you have received.

If you choose to receive further contact from the Registrars team, we will ask for:

- Name
- Email address
- Telephone number

We are conducting the survey to enable us to identify and evaluate customer satisfaction across all areas of our service so we can address any customer issues and improve the customer journey.

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 registar@york.gov.uk

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.

Where required or appropriate, at the end of the retention period we will pass onto the City Archives any relevant 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

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.

Visiting our website and links to others

We are the sole owner of the information collected via our website. It does not store or capture personal data of users with general public access, but does log the IP address of a visitor. This enables us to determine which pages are being viewed and helps us to improve our services. It does not use cookies for the general running of the www.york.gov.uk website, but does use them to enable requested services (for example, payments) and to remember choices during the visit. Anonymous information about page visits is collected using Google Analytics.

Our website privacy notice does not cover external websites; we encourage you to read the privacy notices on any other websites you visit.

Our website also lists email addresses for external organisations (those addresses that don't contain 'york.gov.uk'); we cannot guarantee what will happen to your personal data if you email an external organisation.

Do we use any data processors

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.

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.

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.