

City Of York Council – iTravel Event Comments Privacy Notice

City of York Council (CYC) current data protection notification is registered with the Information Commissioner's Office (ICO) – reference Z5809563. We created this privacy notice in January 2024 and regularly review it.

CYC is committed to ensuring that personal data is handled in accordance with the principles set out in data protection legislation and guidance from the Information Commissioner's Office (ICO).

This privacy notice tells you what to expect when we collect personal information about you. It applies to when you complete an online comments form provided by the iTravel Team at an event, giving your thoughts on York travel.

CYC is the controller for this information unless we specifically state otherwise in this privacy notice.

You can contact the council's Data Protection Officer at information.governance@york.gov.uk or 01904 554145, or write to:

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

This privacy notice should be read in conjunction with other relevant CYC privacy notices and/or policies and procedures.

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

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How do we get your information

We get information about you from the following sources:

- Online form

We will be using Survey Monkey, you can find out how they use your information, at <https://www.surveymonkey.com/mp/legal/privacy/>

What personal data we process and why

We process the following personal data:

- Your comments and feedback on your travel experience
- If you ask us a question, we will also ask you for your contact details including:
 - name
 - address and postcode
 - email address and/or phone number
- The question specifying your journey could be answered by providing your home postcode as the start or end point.

We may also process certain 'special category' data including:

- Age; Gender; Ethnic group; physical or mental health conditions or illnesses; Religion; Sexual orientation; Carer status

We will use the comments gathered in the form to understand views on travel and transport in York with no intention to identify who gave the views. The questions about how you travel are to help us understand what journeys (if any) comments relate to. This includes if you give us your home postcode as the start/end point of your journey.

We might use the special category information to understand how needs and issues of different groups of people vary.

The option to provide contact details is only if you need us to get back to you. We won't use the contact details in any other way.

The survey is voluntary, and you can withdraw your consent at any time by contacting iTravel@york.gov.uk

Automated decision making

We do not carry out any automated decision making in the iTravel Team.

Collecting information automatically

Please see our cookies page for further information about the information we collect automatically when you use our website

Childrens' 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 therefore any personal data including special category data that we process about individuals is done so 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 and criminal offence data require an Appropriate Policy Document (APD) to be in place, which 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

[Our Appropriate Policy Document – City of York Council](#) provides further information about this processing.

How long we keep your personal data

We will only keep your information for as long as it is needed.

Data sharing

If you ask us to reply to you, for example with a question about bus services, we may forward your request and contact details to the relevant bus operator to reply to you. These include First, Transdev, East Yorkshire and Arriva.

Otherwise, we will not share your personal information with other organisations. Only the summary and analysis of the comments will be shared, which won't specify details.

In some circumstances, such as under a court order or safeguarding, we are legally obliged to share information. We may also share information about you with third parties including our data processors, government agencies and external auditors

We will always satisfy ourselves that we have a lawful basis on which to share the information and document our decision making.

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 and or third parties

Where we have third parties providing parts or all of our services for us, we have contracts in place with them.

First York - <https://www.firstbus.co.uk/privacy-policy>

Transdev - <https://www.transdevbus.co.uk/ /privacy-policy>

East Yorkshire - <https://www.eastyorkshirebuses.co.uk/privacy-policy>

Arriva - <https://www.arrivabus.co.uk/privacy-policy>

Transfers of personal data

We do not routinely transfer personal data outside of the UK but when this is necessary, we ensure that we have appropriate safeguards in place and that is done in accordance with the UK data protection and privacy legislation.

How 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 01904 554145, or write to the:

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