

Privacy Notice for CYC mobile devices customer survey

We will keep this privacy notice under regular review; it was last updated in November 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 will information be collected?

We are interested in finding out how we could improve the services offered by the mobile devices team. Whether by doing certain things differently or potentially offering new or additional services to meet customers' needs.

Participation is entirely voluntary and you can choose not to answer some of the survey questions – although the more you tell us the better the chance we have of improving our services by using that information. You can withdraw your consent at any time, by e-mailing: ictservicesdesk@york.gov.uk with the subject line: **Withdrawal of Consent_Mobile Devices Customer Feedback_FAO:**

Configuration & Asset Management Team or by phone on 01904 552186.

What information will be collected?

We will ask for information on the following

- Which service(s) you used?
- How satisfied you were on the particular occasion you responded to the survey?
- How satisfied you are generally if you have used the service on multiple occasions?
- What in your own words did you think of your most recent experience with the mobile devices team?
- What in your opinion would improve our service – either by doing something differently or offering something we don't currently?

What will we do with the information?

The information we collect will be collected and analysed. We will either respond to anonymised feedback via a quarterly report either to indicate why a requested change is not possible and potentially offer up alternative action or to indicate that feedback has been accepted and acted on and detail any changes made. Any data for publication or use outside of the authorised officers 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 i.e. 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.

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, 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 email, 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