Privacy Notice for Future Focus Consultations

We will keep this privacy notice under regular review; it was last updated in June 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?

The Future Focus adult social care transformation team collects feedback from our customers to help us to evaluate our Talking Points and improve the support we provide to adults with care and support needs and their carers

The data collected will include where and when you attended a Talking Point and whether you attended as a carer for a carers' conversation, as an adult with care and support needs or on behalf of an adult with care and support needs.

Participation is voluntary and you can choose not to answer some of the survey questions. You can withdraw your consent at any time, by contacting future.focus@york.gov.uk or 01904 555858.

What information will be collected?

The information we collect will help us to evaluate and improve the support that we offer to adults with care and support needs and their carers.

What will we do with the information?

The information we collect will be included in presentations, reports and performance framework. 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 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 see https://www.surveymonkey.com/mp/legal/privacy-policy/

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.

Where you complete a paper copy of a survey we will transfer the information to SurveyMonkey as if you were entering the information yourself and then securely destroy the paper copy once the transfer is complete. By doing this, we will be able to collate and use the data more efficiently.

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