

Privacy Notice for Tenant Satisfaction Survey

All City of York Council (CYC) Privacy Notices are regularly reviewed. This Notice was last reviewed and updated in September 2021. When we use your personal data, 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?

We are contacting you to ask for your opinions, thoughts and comments on the housing services the council provides to tenants as set out in The Regulatory framework for Social Housing in England.

The Business Intelligence Hub conducts the Tenant Satisfaction Survey on behalf of Housing. We do this in order to gauge council tenant satisfaction across our landlord services. Participation in this survey is voluntary and you may opt out of answering some or all of the survey questions.

Why do we need personal information from you?

We only use your personal information with your explicit and informed consent for the purposes described/as set out in this Privacy Notice, in order to improve services for particular groups of people where they identify appropriate concerns.

What information will be collected?

We will collect information about you including age, gender and ethnicity and also your opinions on our services and future priorities.

What will we do with the information?

We are using the information you give us with your consent. You can withdraw your consent at any time by contacting housing.serviceimprovements@york.gov.uk

The data we collect will be included in reports, in our performance framework and to identify potential service improvements. Geographical analysis will be used to compare levels of satisfaction across different areas. All data will be anonymised and will not identify individuals and we will never use your name in any reports.

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.

Online data will be collected using SurveyMonkey. To find out how they use your information, please go to http://www.surveymonkey.com/mp/legal/privacy-policy/?utm_source=footer

You can find out more about how the City of York Council uses your information at <https://www.york.gov.uk/privacy>

Storage of 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. If you complete a paper copy of a survey, we will transfer information you have given onto CYC's secure network drive and then destroy the paper copy once the transfer is complete.

How long will we keep the information?

We will keep the information you give us for up to three years and then will 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 information 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.