

## **Privacy Notice for Provider Survey**

We keep our privacy notice under regular review and it was last reviewed and updated June 2020.

We, Local Area Teams, City of York Council (CYC) are the “Controller” and we are registered with the Information Commissioner’s Office (ICO) (General Data Protection Regulation (GDPR) and the Data Protection Act 2018) – reference Z5809563.

### **Why is information being collected?**

The Local Authority has a duty as a delivery partner of the national Troubled Families programme to review early help arrangements. The Ministry of Housing, Communities and Local Government have provided an ‘Early Help System Guide’ which needs to be submitted to government by the end of September 2020. This survey is seeking input from multi-agency partners into that self-assessment and return.

Participation in this survey is voluntary and you may opt out of answering some or all of the survey questions.

You can withdraw your consent at any time, by contacting [Alan.Hodgson@york.gov.uk](mailto:Alan.Hodgson@york.gov.uk)

### **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 review early help in the City of York area.

### **What information will be collected?**

We will collect your self-assessment against questions set out in the ‘Early Help System Guide’ and basic details of your name, email address and which agency you are responding on behalf of.

### **What will we do with the information?**

The data we receive from this survey will be analysed and the results used to inform a consolidated Early Help System Guide for submission back to MHCLG as part of the Troubled Families programme. The data will be used locally to inform the review and development of early help services. We will never use your name in any reports. Data will be anonymised and will not identify 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 go to [https://www.surveymonkey.com/mp/legal/privacy-policy/?ut\\_source=footer](https://www.surveymonkey.com/mp/legal/privacy-policy/?ut_source=footer)

### **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.

### **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 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**

You can find out about your rights under data protection law, on the Information Commissioners Office (ICO) website. You can also find out more about how the City of York Council uses personal information and your rights at <https://www.york.gov.uk/privacy>.

If you want to exercise any of your rights, or if you have a question or a complaint about how we are using your information please contact the council's Data Protection Officer, by email to [foi@york.gov.uk](mailto:foi@york.gov.uk) or phone 01904 554145 or write to:

Data Protection Officer

City of York Council

West Offices

Station Rise

York

YO1 6GA.