

User Research Privacy Notice

This privacy notice was compiled in September 2020 and we will keep it regularly reviewed. 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**.

The user research session you have been invited to, is being conducted to help improve the services that the City of York Council provides. Details about the session you are participating in are explained in the separate factsheet given to you. If you have any questions, please ask the researcher running the session.

Research project title:	OneDrive Pilot Research
Research session:	1
Researcher name:	Rosa Fawcett
Researcher contact telephone number:	01904 555303
Researcher contact email address:	Rosa.fawcett@york.gov.uk

What information we collect

The personal information we collect from you will include some or all of the below:

- your name
- your contact details if you have agreed to be contacted for future sessions
- any feedback you give
- your thoughts about the topic of the session
- any previous experiences you may have had of a service related to the session
- relevant quotes you say during the session
- your image and or voice

This could be in the form of audio recordings, video recordings, screen recording, written notes, and or photos depending on the type of session – the type of session and how we will record this data will be included in the factsheet you are provided.

Why we need your personal information

We collect your personal information because:

- we will use your feedback to understand how we can improve our services
- we will compare feedback to find common themes across all the sessions we run
- we need an accurate record of what was said for when we draw conclusions on our research

Our legal basis for processing your personal information

We will use your personal information because you have consented for us to do so. We will ask for consent before the session starts.

You have the right to withdraw your consent to this use of your personal information at any time, for example original recordings and notes where you can be identified, by contacting BusinessEngagementTeam@york.gov.uk. If a report with anonymised quotes has already been published (internally or externally) we will not be able to remove this.

How we will use your personal information

We will use your personal information and responses in reports and presentations to inform how we can improve our services. When sharing your responses with other City of York Council departments or other partner organisations, we will anonymise your data so that you're not identifiable. Each person taking part in a research project will be assigned a number, and any names or other identifiable information will be removed.

Only researchers working in the Business Engagement Team, User Design Team, and other relevant council teams when necessary, will have access to the full original recordings and notes.

Who we share your personal information with

Your data will be shared within the Business Engagement Team, User Design Team, and other relevant council teams when necessary, for the purposes of analysis. In addition, reports containing anonymised findings will be shared beyond the Business Engagement Team and User Design Team, for example, with other Council departments or organisations that we are working with.

We may share short audio or video clips with other colleagues within the City of York Council departments if we have your express permission to do so.

We will not:

- sell or rent any of your data to third parties
- share your data with third parties for marketing purposes

We will share your personal information without your consent, if we're required to do so by law. For example, by court order, or to prevent fraud or other crime. We will also share your data in the event of a serious safeguarding concern. For example, if we are concerned about the welfare of a child or vulnerable adult.

How we store your personal information

Your personal information will be recorded in note form during the session. After the session, it will be transferred into electronic format and any hand-written notes will be confidentially destroyed. Electronic data recorded, including notes and recordings, are stored in a City of York Council restricted storage system.

How long we keep your personal information for

We will hold your personal information for a maximum of one year. After this point, we will delete it, but we will keep reports that contain only the anonymised quotes and feedback.

If you have agreed to participate in future sessions, then we will keep your name and work contact details for as long as you want to be contacted by us. You can withdraw your consent for this at any time by contacting BusinessEngagementTeam@york.gov.uk.

At the end of the retention period, we may pass any relevant information to the City Archives where it is required or appropriate to do so.