

Privacy Notice for Short Breaks Residential Services – feedback survey

We will keep this privacy notice under regular review; it was last updated in August 2020. 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 Short Breaks Residential services survey would like to collate feedback from parents/carers, practitioners and other family members about residential short breaks services in York and how they are delivered. The Short Breaks Residential Services feedback survey is specific to residential short breaks services in York and this survey is specifically to collate your views as a user of our services. The feedback from customers is used to help us to improve services.

Participation is voluntary and you can choose not to answer some of the feedback questions. You can withdraw your consent at any time, by contacting: Nicola.Greenwood@york.gov.uk or 01904 551550.

What information will be collected?

The information you provide helps us to support children, young people and families and meet our legal responsibilities.

We will ask about satisfaction with the service provided, how people would prefer to stay in contact and if there is interest in participating in events and groups.

You do not have to enter personal details, but these will help us gear services towards the needs of your family if you are asking for changes to be made to the services your family receive.

What will we do with the information?

We will use the feedback survey to see how the council are supporting families, to help design better services for families and to contribute to national surveys and government returns. We will protect it and make sure nobody has access to it who shouldn't and we will not keep it for longer than is necessary. Any reports and statistics will be anonymous and cannot be linked back to your family or 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

We are using Survey Monkey to process responses. To find out how they use your information, please go to

http://www.surveymonkey.com/mp/legal/privacy-policy/?ut_source=footer

Who do we share data with?

Wherever possible we will discuss with you the reasons for sharing information and ask for your explicit consent. However, we may be required or permitted under the Data Protection Act 1998/General Data Protection Regulation to disclose your personal information without your explicit consent e.g. if we have a legal obligation to do so such as crime prevention or, in some circumstances, when we feel that you or others are at risk.

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.

How long will we keep the information?

We will keep the information you give us for up to three years and then will remove it from our system. Where required or appropriate, 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 privacy notice, 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