

Privacy Notice for Tenants Choice Survey

This privacy notice was created in December 2020 and we will keep it under regular review. 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 is information being collected?

We do this in order to gauge council tenant satisfaction with the Tenants Choice Programme to inform possible service improvements and any new contracts.

We only use your personal data with your explicit and informed consent for the purposes described in this privacy notice.

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: business.intelligence@york.gov.uk or 01904 551550.

What information will be collected?

We will collect your feedback and opinions about the Tenants Choice Programme.

What will we do with the information?

The information we collect will be included in reports, in our performance framework and to identify potential service improvements.

We will never use your personal information in any reports, as they will be anonymised and will not identify any individuals. Reports containing anonymous information may also be shared with the general public and other organisations.

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 SurveyMonkey to process the responses. To find out how they use your information, please go to http://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 CYC 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 we 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

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.