

PRIVACY NOTICE

Delegate Feedback from Fire Safety Training Event held on 12/11/2019

We will keep this privacy notice under regular review and 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 are we collecting the views of those who attended the event?

We gather feedback from participants of training courses to find out views, whether the event met expectations and what future events may be of interest. It is important that we collect this information so that we can evidence the need and quality of the training provided. In order to do this we are supported by the Business Intelligence Hub at York City Council.

We use the feedback to review our services and to develop and plan future events to support landlords.

The questionnaire has been developed and asks about the training event using the following six questions:

- Overall how did you find the fire safety event
- To what extent did the event improve your understanding of fire safety
- To what extent did our event improve your understanding of your responsibilities as a landlord regarding fire safety
- How likely is it that you would recommend similar training to other landlords
- Please rate the following aspects of the training venue
- Please suggest below any other training you would be interested in attending

Why we use your personal information

We only use your personal information with your explicit and informed consent for the purposes described/as set out in this privacy notice

What will we do with the information?

The data we collect will be included in reports and our performance framework and to participate in the national IASS evaluation.

We never use your name in any reports.

Data will be anonymised and will not identify any 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.

Method of collecting data.

The Business Intelligence Hub conducts the survey on behalf of Housing Standards and Adaptations. Participants wishing to give feedback can do so in the following ways:

- By responding to the survey emailed
- By telephone
- By email
- Using a paper copy of the survey and free postal envelope.

Storage of information

We will keep the information you provide for one year which is to allow the Service Manager to measure the standards of the delivery of the service over a year. The data received through the survey is stored in the council's secure network drive and can only be accessed by authorised Housing Standards and Adaptations staff with Business Intelligence Hub. Online data will be collected using Survey Monkey. To find out how they use your information, please view their [privacy notice](#).

Where you complete a paper copy of a survey we will transfer the information you have given onto the council's secure network drive and then securely destroy the paper copy once the transfer is complete.

How long will we keep the information?

We will keep the information you give us and your personal data for up to one year and then will securely destroy it.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever

necessary, we will seek your prior consent to the new processing, if we start to use your personal data for a purpose not mentioned in this Privacy Notice.

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

If you would like more information about this survey, or to withdraw your consent at any time, please contact Housing Standards and Adaptations at: housing.standards@york.gov.uk or telephone 01904 552300.