

Privacy Notice for Adult Social Care Survey

All City of York Council (CYC) Privacy Notices are regularly reviewed. This Notice was last reviewed and updated in January 2019. 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**.

Why is information being collected?

CYC's Business Intelligence Hub conducts the Adult Social Care Survey of those that receive a long-term package of care from CYC. CYC is required to carry out this Survey on a statutory basis by the Department of Health and Social Care each year. We do this in order to gauge satisfaction levels amongst those in receipt of support and for benchmarking purposes to see how services in York compare with those in other parts of England. This means we need to tell you what will do with the personal data we collect and get your consent for this.

Why do we need personal information from you?

Participation in this survey is voluntary and we will only use the information you give us with your explicit and informed consent for the purposes as set out in this Privacy Notice. You can opt out of this, or withdraw your consent at any time, by contacting business.intelligence@york.gov.uk

What information will be collected?

We will collect information about you and the person(s) you care for, including age, gender and ethnicity and also your opinions on our services. Your participation is voluntary, although we hope that you will participate as the information will help us identify potential improvements to services. Once all responses are received, the information will be used internally by CYC and it also will be passed to NHS Digital, in order for them to use it to compare how adult social care services differ between local authority areas.

What will we do with the information?

We, or NHS Digital, will never use your name or any other personal identifiable information in any presentations or reports, as personal data 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 will process responses using SurveyMonkey. To find out how they use your information, please go to http://www.surveymonkey.com/mp/legal/privacy-policy/?ut_source=footer

Analytics

By using the CYC website – www.york.gov.uk – you are consenting to certain types of cookie – a marker to indicate that you have visited the website - being placed on the device you use to access it. Please see our Cookies Policy for further details – www.york.gov.uk/cookies

CYC's website also uses a third-party service known as Google Analytics to record your visit. To find out more about this, please visit [https://www.york.gov.uk/info/20247/website/1591/privacy and transparency](https://www.york.gov.uk/info/20247/website/1591/privacy-and-transparency)

If you do not want Google Analytics to make a record of your visit, you can download a tool that will allow you to opt out of being tracked by Google Analytics across all websites. To do this, visit <http://tools.google.com/dlpage/gaoptout>

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. If you have completed a paper survey, once you complete and return it to us, we will transfer the information you have given us onto CYC's secure network drive and then destroy the paper copy once the final report is published by NHS Digital.

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.

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 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.