

York Hackney Carriage Unmet Demand Survey Privacy Notice

We have invited you to take part in a short survey about taxis in York. We are conducting the survey for the City of York Council and we are asking about your experience of taxis in York and for views on how things could be improved.

This means we need to tell you what we will do with the information we collect through the survey and get your consent for this. You can withdraw your consent at any time through email by contacting enquiries@lvsa.co.uk or telephoning us on 0131 2352575.

When we use your personal data, we comply with data protection legislation. The City of York Council is the registered 'Controller' for these purposes. The Council's data protection notification is registered with the Information Commissioner's Office (ICO) – reference Z5809563.

What information we will collect

Your thoughts and opinions about the proposals.

What will we do with the information/why do we want it?

We will use the information you give us to help prepare a report for the Council on whether there is any unmet demand for hackney carriage vehicles in the city, and help them decide whether or not more hackney vehicle licences should be issued. It will also be used to help determine whether there should be changes to the taxi licensing policy to improve taxi vehicle standards.

Any information we use in presentations or reports to the council will be anonymised and so will not identify any individuals.

We will protect the information and make sure nobody has access to it who shouldn't and we will not keep it for longer than is necessary.

We will ensure that it is used for no other purpose and is not disclosed 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 the detection of fraud, etc.

We use Google Survey to collect and process responses, you can find out how they use your information, at Privacy Policy – Privacy & Terms – Google

Why do we need personal information from you?

We are not requesting any information such as names, email addresses or reference numbers that will identify you personally to the response.

The information you give us is with your explicit and informed consent for the purposes described/as set out in this Privacy Notice, in order to improve services for particular groups of people where they identify appropriate concerns.

Where will the information be kept?

We will keep the information will be stored on a Google Cloud database which is only accessible by LVSA and make sure it is unavailable to anyone who should not have access to it. All data is deleted six weeks after the survey report has been prepared and approved by the Council

Where required or appropriate, at the end of the retention period we will pass onto the City of York Council 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 privacy notice, want to exercise your rights, or if you have a complaint about how your information has been used, please contact the City of York Council at information.governance@york.gov.uk or on 01904 554145 or write to:

Data Protection Officer, City of York Council, West Offices, Station Rise, York YO1 6GA.