

Privacy Notice for Housing Contact Timeframes

This privacy notice was completed in June 2022 and will be regularly reviewed. 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?

To gain feedback on our proposed timeframe to reply to you when you contact us by phone, email or letter

What information will be collected?

We will collect your opinions, thoughts and feedback on our proposed timeframes

Participation is voluntary and you can choose not to answer some of the survey questions.

What will we do with the information?

We are using the information you give us with your consent. You can withdraw your consent at any time by contacting: business.intelligence@york.gov.uk or 01904 551550

The information we collect will be included in presentations, statistics and reports. Any presentations, reports and statistics for publication or use outside of the authorised council staff, will be anonymised and cannot be linked back to you or individuals. Reports containing anonymous information may also be shared with the general public and other organisations.

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.

Where we use Survey Monkey to process responses, you can find out how they use your information, at http://www.surveymonkey.com/mp/legal/privacy-policy/?ut_source=footer

We will not use the information for any other purpose than set out in this privacy notice 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, or, in some circumstances, when we feel that you or others are at risk.

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 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 will securely and confidentially destroy it.

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 information 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 information.governance@york.gov.uk on 01904 554145 or write to: Data Protection Officer, City of York Council, West Offices, Station Rise, York YO1 6GA.