

## **Privacy Notice for the Healthy Child Service Survey and Children and Young People's Feedback form.**

We keep this privacy notice under regular review and it was last reviewed and updated in June 2019.

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 will the information be collected?**

We are conducting this survey and asking for feedback to improve our service, we would like to take your views into consideration when doing this.

This means we need to tell you what we will do with the personal data we collect and get your consent for this.

Participation in this survey is voluntary and we will only use the information you give us with for the purposes set out in this Privacy Notice.

### **What information will we collect?**

This survey will ask you for your comments, opinions, feedback on the service you have received. We may also ask for details of your gender, ethnicity, and whether you consider yourself to have a disability.

Your participation is voluntary and you can choose to not answer some or all of the survey questions.

### **What will we do with the information?**

The information we collect may be included in presentations, reports and feedback to the service and our commissioners. This may also be shared with some of our partner agencies who contribute to or have an interest including other departments within the City of York Council, York Hospital NHS Foundation Trust, local schools, colleges and Healthy Child Services from other localities.

Reports containing anonymous information may also be shared with the general public and other organisations.

We 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.

We will not use the data for any other purpose than stated and will not disclose to a third party ie other companies or individuals, unless we are required to do so by law for the prevention of crime and detection of fraud, etc.

If you are completing the survey using SurveyMonkey, to find out how they use your information, please visit:

[https://www.surveymonkey.com/mp/legal/privacy-policy/?ut\\_source=footer](https://www.surveymonkey.com/mp/legal/privacy-policy/?ut_source=footer)

When you visit <https://www.surveymonkey.co.uk/r/HealthyChildService> City of York Council uses a third-party service known as Google Analytics to record your visit. We also use “Cookies” which are small text files that are placed on your computer when you visit a website. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

To find out more about our use of Google Analytics and Cookies please see <http://www.yor-ok.org.uk/2014%20YorOK%20Website/privacy-notices.htm>

### **Storage of the information**

We will keep the information you give us in the council’s secure network drive and make sure it can only be accessed by authorised staff in the Healthy Child Service.

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 for?**

We will keep the information you give us and your personal data for up to 5 years and then will securely 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, 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, 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](mailto: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