

## Appendix 26 – Information Governance

- 1 The council is committed to the principles of the UK GDPR/GDPR/Data Protection Act 2018 and other related privacy legislation, e.g. PECR and have detailed policies and systems in place as well as a Data Protection Officer (DPO) to oversee our overall compliance to data protection regulations including the management of access rights requests. Our policies are regularly reviewed and updated, and our staff are periodically trained on data protection and security.
- 2 The council is committed to the principles of transparency and openness in line with the FOI Act, EIR and Local Government Transparency Code and have detailed policies and systems in place which are regularly reviewed and updated and our staff are periodically trained in these areas.
- 3 The DPO is part of the councils Corporate Governance Team and reports directly to the Council's Monitoring Officer. The team manage and monitor key areas in complaints, feedback and information governance ensuring compliance with laws and regulations for complaints including those relating to Data Protection, Freedom of Information and (R)IPA matters; Ombudsmen and Regulator complaints. They advise and support on measures to both detect and prevent risks, so reducing the likelihood and severity of sanctions, penalties or loss of reputation.

Contact details for information governance and the DPO:

email: [information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)  
telephone: 01904 554145  
write to: Data Protection Officer  
City of York Council  
West Offices  
Station Rise  
York  
YO1 6GA

Contact details for complaints, concerns, comments and compliments (the 4Cs) or complaints about adults or children's social care are:

email: [haveyoursay@york.gov.uk](mailto:haveyoursay@york.gov.uk)  
telephone: 01904 554145  
write to: Corporate Governance Team  
City of York Council  
West Offices  
Station Rise  
York  
YO1 6GA

You can also complete the online form at [Have your say – City of York Council](#)