

How we protect your personal information

1. Introduction

Hopkins Van Mil will collect information from you so that you can take part in this programme of deliberation (a form of research). We will process this data for research purposes. If there is a published report that comes from this work it will be shared with you. The programme falls under the category of a consented task, which means that you consent to take part. It also means you can withdraw your consent at any time and, if you do so, your data will be fully deleted from our systems (see section 2).

Hopkins Van Mil is registered with the Information Commissioner's Office reference Z2969274. As such we will protect your personal information in the following ways:

- We will only collect and hold the minimum amount of data we need;
- We will use anonymous data wherever possible;
- We will not process your data in ways likely to cause any harm;
- We will store all personal information securely, in the UK, in encrypted files on secure servers; and
- HVM have internal processes to review our policies and ensure they are fit for purpose.

A data protection risk assessment is done at the beginning of each of our research projects to understand any potential data risks and ensure appropriate mitigations are in place against each risk. We will ask you to sign a research consent form to demonstrate that you agree to your data being used for research purposes. The legal basis on which we collect and use personal data is 'consent.'

2. What data do we collect

As stated above we only collect the data needed for the delivery of our projects. Data that we are likely to collect includes your:

- Name
- Address
- Email address
- Phone number
- Age
- Gender
- Ethnicity
- Employment status
- And other demographic details about you where it is relevant
- Bank details

We use this data to:

- Identify a range of people to take part in the project, ensuring we include those who may have been excluded from policy discussions in the past.
- Contact you with information on the project, including how to take part, what to do when taking part, information to help you take part and to share the final report with you. We need your email and postal address to do this because we both email and send in the post this information.
- We need your bank details in order to pay you for your time.

3. Sharing information with others

We will not personally identify anyone in the reports that we write. All sensitive files will be encrypted with a password during the process of recruiting you to the research and you taking part in the research. The quotations we use will be anonymised with no reference to research participants' names nor where they live.

We may also send workshop audio recordings to a transcription company to be typed up: we have assessed this company to ensure they have the adequate security procedures for holding and deleting the data, and we will send the recordings to them securely. When we send the recordings, they will not contain any information other than the audio recording itself that could identify you personally (such as your name or project name). We immediately delete any and all zoom video recordings or similar and do not use these in our analysis.

We will not share what you tell us with anyone else in a way that could identify you personally. Nor will we share the transcripts/ audio recordings of our discussions with anyone other than the immediate team at Hopkins Van Mil for the purposes of writing the report. We will not share the transcripts or data from our discussions with community organisations, support organisations, councils, services providers or similar until personal information has been removed.

Your responses to this research or engagement programme will be stored securely by Hopkins Van Mil. All personal data will be securely destroyed within two years of the programme being completed unless we or our commissioning partners come to a separate agreement with you about continuing to remain in contact.

2. Your data protection rights

The rights you have are set out in data protection legislation, which is designed to protect and support the personal data rights for everyone in the UK. Your rights include the right:

- To be informed about who is collecting and processing your data: we set this out above;
- Of access: to understand what information about you is being used and how;



- To ask for your personal data to be erased;
- To request that we suspend the processing of your personal data, for example, if you want us to establish whether it is accurate, or the reason for processing it;
- To object to our processing of your personal data.

To do any of the above send an email to info@hopkinsvanmil.co.uk. We will confirm within 48 hours of receipt that we have done as you have asked. You can also, at any time, also ask for a full read out of all the personal data we hold on you.

In addition, you have the right to withdraw from this research or engagement programme at any point in the process, including after having begun to take part. If you wish to withdraw from the programme email info@hopkinsvanmil.co.uk. We will confirm within 48 hours of receipt of the email that this has been done.

There are other rights not listed here and exemptions may apply. For more details see here: <https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/individuals-rights/> or contact our Data Protection Officer (see below).

If there are any problems with our handling of your data, we will notify you and the organisation that is responsible for regulating this where we are legally required to do so. We will not move or share information about you outside the UK and it will be held securely at all times.

3. Your right to complain

If you are unhappy about how your personal data has been used or would like to withdraw from the research now or at a later date, please contact Hopkins Van Mil via email: info@hopkinsvanmil.co.uk.

You can also contact the Information Commissioner's Officer via their website at www.ico.org.uk/concerns or at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Latest policy review October 2023

Next review data October 2024