 Disclosure & Barring Service Research Privacy Policy

1. About us

1.1. The Disclosure & Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with multiple groups, including children.

1.2. We carry out research to evaluate and improve services across the business.

1.3. DBS is a non-departmental public body (NDPB) of the Home Office. DBS is the data controller of information which is collected. We are responsible for how the data is processed and the safety and security of the data we hold.

1.4. This is our Research Privacy Policy. It tells you how we will use and protect any information we have collected from you. Your information is collected on a consent basis for the purposes of research.

2. What data we collect from you

2.1 When inviting you to take part

The personal data we collect from you could include: name, age, gender, ethnicity, disability, details of any condition that can affect your ability to use a computer, job title, email address, phone number or other socio-economic indicators.

We may collect additional information based on the specific topic being researched. For example, if we're conducting research on a specific DBS service, we may want to know whether you've used this service in the past.

2.2 Our legal basis for using your data

We will use your data because you have consented for us to do so for a specific piece of research. Where this is undertaken, the appropriate consent will be obtained in advance.

2.3 As your data is being used on a consent basis, you have the right to withdraw this consent at any time and we will tell you how you can do this.

3. Your Data

3.1 Why we need your data

We need information about you when inviting you to take part to ensure that you meet the criteria for this piece of research, and to ensure that we are including a wide range of people.

We need to collect data during the research session to ensure that we have an accurate record of what happened and what was said. This is important, because we then analyse this information and use it to draw conclusions about what we should do next.
3.2 Data Collection

Data collection can be in the form of feedback, surveys, focus groups, audio recordings, written notes and other research methods.

3.3 What we do with your data

We will not:

- sell or rent any of your data to third parties
- share your data with third parties for marketing purposes

We will share your data if we’re required to do so by law. For example, by court order, or to prevent fraud or other crime. We will also share your data in the event of a serious safeguarding concern. For example, if we are concerned about the welfare of a child or vulnerable adult.

We will anonymise all data before it is published in any reports or presentations internally and externally.

Only DBS researchers will have access to the full original recordings, although we may share short audio or video clips with other colleagues within the DBS and other government departments only if we have your express permission to do so.

3.4 How long we keep your data

We will hold the data, record of consent and your name for a maximum period of 3 years. We will delete all your personal data. Any anonymised reports or publications will be retained.

3.5 How we protect your data

We are committed to protecting your data. We have systems and processes to prevent unauthorised access or disclosure of your data. For example, we protect your data by storing in an access-restricted secure file structure.

Regular compliance checks are undertaken on all DBS departments and systems. In addition to this, continual security checks are undertaken on our IT systems.

4 Your Rights

4.1 Consent

You have the right to withdraw consent to the processing of your personal data - for example original recordings and notes where you can be identified.

It must be as easy to withdraw consent, as it was to give consent.

In circumstances where you have provided written consent, the request to withdraw consent should also be in writing to:
If you tell us of the withdrawal of consent over the phone, we will ask you to provide the request in writing or email but will immediately suspend the consent held on file.

4.2 Right to Request

You also have the right to request:

- information about how your personal data is processed
- a copy of that personal data
- that this copy be provided in a structured, commonly used and machine-readable format
- that anything inaccurate in your personal data is corrected without delay
- that your personal data is erased if there is no longer a justification for holding it
- that the processing of your personal data is restricted in certain circumstances (for example, where accuracy is contested)

4.3 If you have any of these requests, please contact us using the details in the information sheet provided to you, or the contact details listed below.

5 Questions and complaints

5.1 If you have questions about research that you’ve been invited to participate in, please contact the researcher named on the information sheet provided to you.

5.2 Contact the DBS Research Team if you:

- have any questions about anything in this document
- think that your personal data has been misused or mishandled

Email: research@dbs.gov.uk

5.3 The data controller for your personal data is the DBS. Our Data Protection Officer can be contacted via telephone on 0151 676 1154, via email at dbsdataprotection@dbs.gov.uk or in writing to:

DBS Data Protection Officer
Disclosure and Barring Service
PO Box 165
Liverpool
L69 3JD