



GPA User Research Privacy Notice

1. Your data

1.1 Purpose

The Government Property Agency (GPA) is carrying out research with the aim of understanding our users' experience of the various technology products and services GPA delivers to its clients.

As part of the research we may ask for your name and work email address and sometimes other personal data such as if you have accessibility needs (which may include information about disabilities).

This is so that we can:

- arrange research sessions and ensure they are accessible
- ask you follow-up questions about your responses
- understand more about how people's experiences are affected by things like their work location or disability.

1.2 The Data

In providing services to users, the following data will be processed:

- Name
- Work email address
- Telephone number
- Work location
- Health data – specifically accessibility needs
- Job/role title
- Opinions and feedback
- Experiences you have had using a product
- Workflows and processes – how you interact with a product

1.3 Legal basis of processing

The legal basis for processing all data:

1. Consent - the data subject has given consent to the processing of his or her personal data for one or more specific purposes. To withdraw consent please contact proptech_ur@gpa.gov.uk with your participation number.

1.4 Recipients

Your personal data will be collected and held by the GPA. It may also be shared with:

- the IT supplier who provides the data gathering platform
- anonymised and analysed data in the format of a research summary report may be shared within GPA and other relevant government departments.

Any data stored on GPA's IT infrastructure will also be shared with our data processors who provide email, and document management and storage services. We will share your data if it is required by law – for example: a court order, to prevent fraud or any other crime.

1.5 Retention

Information will be retained for up to 6 months in an identifiable format.

2. Your rights

You have the right:

- to request information about how your personal data is processed, and to request a copy of that personal data;
- to request that any inaccuracies in your personal data are rectified without delay;
- to request that any incomplete personal data is completed, including by means of a supplementary statement;
- to request that your personal data is erased if there is no longer a justification for it to be processed;
- in certain circumstances (for example, where accuracy is contested), to request that the processing of your personal data is restricted;
- to object to the processing of your personal data where it is processed for direct marketing purposes;
- to object to the processing of your personal data; and
- to request a copy of any personal data you have provided, and for this to be provided in a structured, commonly used and machine-readable format.

3. International transfers

As your personal data is stored on our IT infrastructure, and shared with our data processors, it may be transferred and stored securely outside the UK. Where that is

the case it will be subject to equivalent legal protection through an adequacy decision or reliance on Standard Contractual Clauses.

4. Complaints

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

or 0303 123 1113, or icocasework@ico.org.uk.

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

5. Contact details

The data controller for your personal data is the Cabinet Office. The contact details for the data controller are: Cabinet Office, 70 Whitehall, London, SW1A 2AS, or 0207 276 1234, or you can use the [Cabinet Office contact form](#).

The contact details for the data controller's Data Protection Officer are:
dpo@cabinetoffice.gov.uk.

The Data Protection Officer provides independent advice and monitoring of Cabinet Office's use of personal information.