

GPA User Research Privacy Notice

1.1 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) as well as ethnicity and religious beliefs.

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, ethnicity or religious beliefs.

1.2 The Data

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

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

1.3 Legal basis of processing

The legal basis for processing all data:

UK GDPR Article 6 (1) (e) Public task - the processing is necessary to perform a task in the public interest or for official functions and the task or function has a clear basis in law

The legal basis for processing special category data which is specifically your health or ethnicity:

UK GDPR Article 9 (2) (a) the processing is with the explicit consent of the data subject.

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 & data collected as notes or a meeting transcript will be retained for up to 6 months in an identifiable format. Recordings will be deleted within 1 month.

1.2 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;
 - where we rely on your explicit consent for special category data (health or ethnicity), you can withdraw consent at any time and we will delete that data
 - in certain circumstances (for example, where accuracy is contested), to request that the processing of your personal data is restricted;
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- to object to the processing of your personal data; and
 - to request a copy of your personal data and information about how it is processed

1.3 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.

1.4 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.

1.5 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.

