

## What Works for Children's Social Care Privacy Policy

### Our contact details

Name: What Works for Children's Social Care

Address: Albany House, Petty France, Westminster, London, SW1H 9EA

E-mail: [research@whatworks-csc.org.uk](mailto:research@whatworks-csc.org.uk)

This policy was last updated on 30/09/2020

### The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Quantitative data in the form of administrative data and survey data which can be considered health data (special category data as defined by GDPR) however no direct identifiers (e.g. names) should be contained in this data.
- Qualitative data from focus groups and interviews conducted with participating social workers, which may contain characteristics that make you identifiable and could also be considered health data (special category data as defined by GDPR).

### How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Your team has been chosen to participate in this research and you have voluntarily agreed to participate in the research.
- You have been chosen to participate in a focus group or interview and you have voluntarily agreed to participate.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Your local authority provided us with your contact information in order to facilitate your participation in focus group(s) and interview(s) as part of the study. We do not store any names or email addresses following the focus group(s) and interview(s), and contact information is only provided to facilitate the session.

Under the General Data Protection Regulation (GDPR), The lawful basis for processing identifiable data is Article 6(1)(f) Legitimate interests. Lawful basis for processing special category data, namely health data is 9(2)(j) Archiving, research and statistics, the associated requirements of part 1, schedule 1 of the DPA 2018 are also met in that the processing;

- a) is necessary for archiving purposes, scientific or historical research purposes or statistical purposes,
- b) is carried out in accordance with Article 89(1) of the GDPR (as supplemented by section 19), and
- c) is in the public interest

## How we store your personal information

Directly identifying personal information (e.g. names) shall be removed. It is possible that some data provided in qualitative responses could be used to identify you. This information is stored in a secure manner and only authorised individuals will be granted access.

We keep both quantitative and qualitative data for 24 months post publication of the findings in a research report, after which WWCS will delete your data. This data will also be transferred to a Data Archive hosted by the Office of National Statistics, where it will be stored indefinitely.

## Who we share your personal information with

We only share recordings of interviews and focus groups with external transcription services. Each transcription vendor is reviewed for assurances of maintaining a comparative level of data protection compliance as our own. Labelling of recordings are de-identified before they are sent via secure digital transfer to a transcription service provider. Recordings and their transcription, upon satisfactory completion of the transcription process, are confirmed as deleted by the transcription vendor.

We do not share any personal data outside the UK.

## Your data protection rights

Under data protection law, you have rights including:



- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

To exercise any of these rights please contact our Data Protection Officer by emailing [dpo@whatworks-csc.org.uk](mailto:dpo@whatworks-csc.org.uk)

## How to complain

If you have any concerns about our use of your personal information or would like to make a complaint you can contact our Data Protection Officer by emailing [dpo@whatworks-csc.org.uk](mailto:dpo@whatworks-csc.org.uk)  
You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113  
ICO website: <https://www.ico.org.uk>