

Privacy Statement 2024

Who We Are

ACCESS is a research, evaluation, and training organisation committed to conducting all of our activities to the highest ethical and legal standards. Our projects span a range of sectors, including social research, education, and mental health. As chartered psychologists, we adhere to the British Psychological Society's (BPS) Code of Ethics and Conduct and the UK General Data Protection Regulation (UK GDPR). ACCESS is a limited liability company (company number: 11718255), registered with the Information Commissioner's Office (ICO), reference number ZB186438.

This Privacy Statement explains how we collect, use, store, and protect your personal data.

Data We Collect

We collect and process personal data in relation to our research, evaluation, and training activities. This data may include:

- Personal details such as name, contact information, and demographic information.
- Responses to surveys, interviews, and questionnaires as part of research projects.
- Sensitive information, where necessary, for research purposes (with explicit consent).

We may collect data when you participate in our research, sign up for training sessions, complete a contact form, or interact with our website. We ensure that any data collected is limited to what is necessary for the purposes of the specific project, in line with the **data minimisation** principle.

How We Use Your Data

The data we collect is used to:

- Carry out ethically sound social research and evaluation projects.
- Provide and improve our training services.
- Fulfil legal obligations, such as data protection and safeguarding.
- Communicate with participants and stakeholders regarding the outcomes of the research or training.
- We may also use your data to communicate relevant updates or services that may be of interest to you

We only process personal data when it is lawful and necessary to meet the objectives of a specific project, or with your explicit consent.

Informed Consent

Before collecting any personal data, we ensure that participants are fully informed about the purpose, methods, and potential risks of the research or project. Participants can withdraw consent at any time, without penalty, and their data will be deleted if requested.

How We Protect Your Data

We take the privacy and confidentiality of your personal data seriously. All data is handled in compliance with the **UK Data Protection Act 2018** and the **UK GDPR**. We use the following measures to protect your data:

- Data is anonymised wherever possible to ensure confidentiality.
- All data is encrypted and stored securely within compliant cloud infrastructure (Google Workspace).
- Access to personal data is restricted to authorised staff and researchers only.
- We implement regular updates and security patches to our IT systems to prevent unauthorised access.
- Physical, electronic, and managerial procedures are in place to safeguard your data.

How Long We Keep Your Data

Personal data is retained only for as long as necessary to complete specific projects. In most cases, data will be securely destroyed no later than 90 days after project completion. For some projects, we may retain data for a maximum of five years to fulfil legal, contractual, or safeguarding obligations. We always notify participants if data needs to be kept longer than initially specified, and all data destruction is documented.

Data Sharing and Third-Party Processors

We do not share personal data with any third-party service providers unless required by law or necessary for the completion of a project, such as in the case of safeguarding concerns. When we use third-party processors (e.g., Google Workspace for cloud storage), we ensure they comply with the **UK GDPR** and have data processing agreements in place.

Your Rights

Under the UK GDPR, you have the following rights in relation to your personal data:

- **Right to access:** You can request access to the personal data we hold about you.
- **Right to rectification:** You can request corrections to any inaccurate or incomplete data.
- **Right to erasure:** You can request the deletion of your data when it is no longer necessary for the purposes it was collected.
- **Right to restrict processing:** You can request restrictions on how we process your personal data.
- **Right to data portability:** You can request your data be transferred to another organisation.
- **Right to object:** You can object to the processing of your data under certain circumstances.

If you wish to exercise any of these rights, please contact our Data Protection Officer (DPO), details below.

Data Breaches

In the event of a data breach that poses a risk to your rights and freedoms, we will notify you and the **Information Commissioner's Office (ICO)** within 72 hours, in line with GDPR requirements.

Safeguarding

When working with vulnerable populations, such as children or adults at risk, we take additional steps to ensure their protection. All safeguarding concerns are reported to our **Designated Safeguarding Lead**, and we have a clear safeguarding procedure in place to manage any risks. Our staff are trained in safeguarding protocols and are aware of their responsibilities in reporting concerns. All researchers who work with vulnerable groups have enhanced **DBS checks** in place.

Changes to This Privacy Statement

We review this Privacy Statement regularly and may update it as required. The latest version will always be available on our website.

Contact Us

If you have any questions about this Privacy Statement, or if you wish to make a request regarding your personal data, please contact:

Data Protection Officer: Dr. Amanda Carr

Email: amanda@consultaccess.co.uk

Phone: +44 (0) 7883089508

For more information on how we handle your data, you can visit the **Information Commissioner's Office (ICO)** website: <https://ico.org.uk>