

Citizens' Panel Privacy Notice

How we will use your information

[Research Resource](#) is a research company which is managing the Citizens' Panel on behalf of [Healthcare Improvement Scotland](#).

What information will Research Resource collect about you and how will it be used?

When you sign up to be part of the Citizens' Panel, we ask for your name, address, telephone number and email address, so we can contact you and invite you to take part in surveys or discussions. We also collect equality monitoring information, such as age, sex, religion and ethnicity, to make sure that our Citizens' Panel is representative of the Scottish population according to the most recent Census.

If you participate in any of the Panel activities, such as surveys or discussions, your answers will be held separately from your personal information. All information you provide and your replies will be stored separately from your name and contact details. Your participation in the Citizens' Panel activities will be kept strictly confidential. All responses will be kept anonymous and it will not be possible to identify individual respondents when reporting survey results. Some of your comments may be used as quotes in our reports, but this will be done anonymously. These reports will be published on the Healthcare Improvement Scotland Community Engagement website at www.hisengage.scot.

The information we hold will not be used for any other purpose except for maintaining the Panel and running activities, such as surveys and discussions. We will also use your contact details to let you know when the report of the activity you took part in has been published.

Your personal information will not be used for marketing or other purposes, nor will your information be shared with third parties.

Your participation is completely voluntary and you do not have to take part. You can also choose not to answer any questions you do not want to.

How will the data be stored?

Your data will be stored securely by Research Resource on behalf of Healthcare Improvement Scotland, in line with the current data protection requirements.

Who will have access to your information?

Only Research Resource and Healthcare Improvement Scotland will have access to the information you provide.

Access to your information will be limited only to Research Resource and Healthcare Improvement Scotland staff involved in this project, or who need access in order to directly deliver this activity.

How long will Research Resource keep the information you provide?

If you stop being a member of the Citizens' Panel we will securely delete your name and any contact details you may have provided, leaving only anonymous data. The anonymous data will be kept permanently.

How does Research Resource ensure your personal information is held securely?

We take our responsibilities to keep your personal information secure very seriously. As such we take every reasonable precaution to ensure your information is protected from loss, theft or misuse. These precautions include appropriate physical security of our offices, controlled access to computer systems, and use of secure, encrypted internet connections when collecting personal information.

As part of our commitment to the security of your information we carry out regular internal and external audits of our information security, and are carried out in line with International Standard for Information Security.

Who can you contact if you have any questions about our Citizens' Panel or this privacy notice?

If you have any questions about the Citizens' Panel or how your information will be used, please contact the study team.

They can be contacted by email sent to: info@researchresource.co.uk

Or by letter sent to:

Research Resource Scotland Limited, 17b Main Street, Cambuslang, G72 7EX