

## Survey Privacy Policy - 2021

### Privacy policy for survey participants.

The Engagement Coach has been asked by your organisation to provide employee survey services. Personal data privacy is extremely important to The Engagement Coach. This policy describes how we will use your information and protect your anonymity when you respond with your views to the survey that you are invited to complete.

Should you have any questions or require further clarity of how The Engagement Coach protects your personal information, please contact our Privacy Manager, whose contact details are included below.

### Our Commitment

- Our policy is to ensure any personal data we collect, is collected fairly, kept secure and used for specific purposes
- It is important to us that your personal information is secure, up-to-date, accurate and complete, and we are committed to this
- We will only retain the minimum information we need, and only hold this for as long as required
- Should you want to access, correct or delete your personal information, this will be addressed as promptly as possible.

### Data Compliance

- The Engagement Coach is committed to complying with relevant data protection legislation.
- This includes local legislation (including the Data Protection Act of 2018), current EU data privacy directives and the EU General Data Protection Regulation (GDPR, 2016).
- The Engagement Coach is registered as a data controller with the Information Commissioner's Office in the UK and process your data in accordance with the ICO's guidance.
- When conducting surveys, we are acting as data processor on behalf of your organisation.

We also communicate our privacy and data protection guidelines to The Engagement Coach employees and strictly enforce privacy safeguards within the company. This includes training and awareness on data protection topics and confidentiality agreements with employees. We review data privacy governance measures regularly.

### Information we collect about you

#### 1. Provided by your organisation

So that we can invite you to take part in a survey, your organisation will have provided us with your name and contact email address. Your organisation may have also provided us

with details such as job title, length of service, gender, your organisational unit, your line manager, your location.

## **2. Collected via the survey**

Within the survey, it's possible that we may ask for additional information such as job title, length of service, gender, your organisational unit, your line manager and your location. For your organisation to check that it is adhering to equal opportunities legislation, you may also be asked to provide information on protected characteristics.

## **3. Your views**

The survey will collect your views by asking you to respond to statements and questions through a mix of tick boxes and open text.

## **4. Personal information we collect from other sources**

Through carrying out a survey, we do not use any other sources to collect personal information other than that provided by your organisation (the Data Controller) and yourself.

### **Third Party Platform**

We use the Qualtrics platform to undertake the surveys. Qualtrics is GDPR-compliant and uses technology which is GDPR compliant.

Information about Qualtrics and how it maintains GDPR-compliance can be found at: <https://www.qualtrics.com/uk/platform/gdpr/>

Qualtrics has in place a Privacy Statement which explains how it uses data which can be found at: <https://www.qualtrics.com/privacy-statement/>

### **How we use your data and anonymity**

The information we collect and hold, is only used for the purposes of the survey contract we have with your organisation to allow your views to be captured and reported upon. Protecting your anonymity is an important part of our service. Our contract with your organisation ensures that we will not report your views in any way that allows you to be personally identified by your organisation.

Your personal data is used only for us to ensure we have accurately reported your analysed and aggregated responses to the survey.

The survey may ask you to provide open text comments as a response to a question. Where this is the case, any comments you provide will be reported back as verbatim comments in any report. Therefore, we would ask you to think carefully about using comments which may identify you, and whether you wish to be identified.

Your organisational survey results may be compared with those results of other organisations using The Engagement Coach services. This helps with being able to analyse how organisations compare with each other – a process called benchmarking. Should your organisation use this service, no individual personal information is used, and any data when comparing organisational data is anonymised,

The benchmark results will not share the identity of your organisation.

We will not use your personal data for any purpose except to invite you to participate in a survey, support your participation in the survey and provide anonymous aggregated reporting to your organisation.

**It will never be used for marketing purposes or sold on to third parties.**

## **Data security**

We maintain robust businesses continuity and disaster recovery plans, forming the foundation from which we manage the security of our systems, staff and processes. The security of your information is important to us. All of your data is private and confidential, and we take all reasonable steps to ensure that your information is handled securely and in accordance with this Privacy Policy.

We follow generally accepted standards to protect the personal information submitted to us, both during transmission and once it is received.

However, please note that transmitting information over the Internet is never completely secure. Although we do our best to protect your personal information, we cannot guarantee that your information is absolutely secure in all situations.

If you suspect there has been any unauthorised access or misuse of your personal information, please contact our Privacy Manager, whose contact details are included below.

## **Retention**

We retain personal information only for as long as required to fulfil the purpose for which it was collected as outlined in this policy, or as long as we are legally obliged to do so. In respect of our participation in a survey we will retain your data until reporting has been completed and then review retention on a periodic basis with your organisation (the Data Controller).

## **Data access**

You may request a copy of any personal information we may hold about you on behalf of the Data Controller. You can do this by using the contact details at the end of this policy. You may request that any incorrect data be amended or alter your communications preferences at any time. Your requests for this type of access or amendment will be subject to the relevant data protection legislation.

## **Changes**

We reserve the right to make changes to our Privacy Policy. Changes will be posted on this website 30 days prior to such changes becoming effective.

## **How to contact us**

If you have any queries about our Privacy Policy, or about The Engagement Coach's overall approach to the privacy of your personal information you can contact our Privacy Manager:

Amrit Sandhar (Privacy Manager)  
The Engagement Coach Ltd  
Pure Offices  
3 Plato Close,  
Warwick  
CV34 6WE