

Research and Projects Privacy Notice

Touchstone is committed to protecting and respecting your privacy and keeping your information secure.

By providing us with your information and agreeing to this privacy notice, you are giving us your consent to process your information. If you do not consent, please do not participate in the research or project.

How we get your information

All research and projects are different, and the information collected will vary. However, only collect essential information will be collected.

Data will usually be anonymised as soon as possible after collection so that individuals cannot be recognised, and your privacy is protected. You will not be able to withdraw your data after this point. Some data is collected anonymously so cannot be withdrawn once you have given permission for it to be used. Where you may be identifiable in a research publication (e.g. an attributable quote or a photograph), we will seek your explicit consent.

Personal data will be provided by yourself via methods such as questionnaire and focus groups. This could include your name, address, contact information, date of birth, gender, ethnicity, sexuality, disabilities, relationship status, residency status, diagnoses, history of mental and physical health, employment and offending history, your opinions and experiences.

How your data will be used

Data is a crucial element in research, serving as the foundation for analysis, hypothesis testing, analysis and concluding. It's used to understand patterns, relationships and trends within the information gathered, aiding in the development of knowledge and understanding. This will all contribute towards decision making and problem solving, based on evidence.

How we look after your information

Touchstone must follow the rules of the law about how we look after your information and keep it safe; your data will be held in accordance with the General Data Protection Regulation (GDPR). Your information will not be kept for longer than is necessary and is usually kept in an anonymised format. The length of time Touchstone keeps your data will depend on a number of factors including the importance of the data, the funding requirements, the nature of the study, and the requirements of the publisher.

Touchstone will keep your information for the duration of the research or project contract and is the responsibility of the research or project lead to ensure data is deleted once completed.

Sharing your information

Access to your personal information will be restricted to those who have a need to access it to carry out their duties within Touchstone.

Data will be anonymised for reporting purposes as part of the research project. Where researchers wish to use any information that would identify you, specific consent will be sought. We may share your anonymised data in the following ways, please note that this list is not exhaustive:

- Commissioners and funders of the services.
- Partner organisations.
- Third-party organisations.
- Public and academic community.
- Research publication or conference presentation.
- Other external researchers.

Your rights

You have the right to be informed about how your information is looked after and used by Touchstone.

You have the right to request a copy of any personal information that Touchstone holds about you. However, we will check the information to ensure that any information that could cause harm or upset to you or anyone else is removed.

You have the right to ratification. If there are any mistakes in your personal information these will be corrected.

You have the right to erasure. You can withdraw your consent to Touchstone holding your personal data at any time.

Data Complaints

You have the right to make a complaint at any time if you believe that Touchstone has infringed GDPR legislation because of the way your personal information has been handled.

Data complaints can be received in writing or verbally and must be sent to Information Governance. Touchstone reserves the right to verify the identity of the person making the complaint before processing the request or disclosing any information.

Complainants are expected to have exhausted organisational complaints processes prior to escalating matters to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

Contact

If you have any questions, you can contact the Research or Project Lead or our Data Protection Officer

- Phone: 0113 271 8277
- Email: InformationGovernance@touchstonesupport.org.uk
- Post: Touchstone House, 2-4 Middleton Crescent, Leeds, LS11 6JU