

## **The DfE National Careers Service Satisfaction and Progression Survey and your personal data**

This Privacy Notice explains who we are, the personal data we collect, how we use it, who we share it with, and what your legal rights are.

### **About Ipsos**

- Ipsos is part of the Ipsos worldwide group of companies, and a member of the Market Research Society. As such we abide by the Market Research Society Code of Conduct and associated regulations and guidelines.

### **How will Ipsos use any personal data including survey responses you provide?**

- Firstly, please note that prior to starting this survey, **we do not hold any of your personal data**. At the end of this survey you will be asked if you would like to provide your contact details in order to be re-contacted for a follow-up survey. If you do choose to provide this information, **it is only at this point that we will hold any of your personal data**.
- Responding to this survey in general is entirely voluntary and any answers are given with your consent.
- Ipsos will keep your personal data (if you choose to provide this information) and your responses in strict confidence in accordance with this Privacy Policy. Ipsos can assure you that you will NOT be identifiable in any published results.
- Ipsos will use your personal data and responses solely for research purposes and to produce anonymous, statistical research findings and insights for the DfE. The DfE's privacy policy can be reviewed at <https://www.gov.uk/government/publications/esfa-privacy-notice>
- Ipsos will also be sending DfE a copy of all survey responses, including responses for individuals who only answer some of the survey questions. Ipsos will remove all personally identifiable information from these files.

### **What is Ipsos's legal basis for processing your personal data?**

- Ipsos requires a legal basis to process your personal data. Ipsos's legal basis for processing is your consent to proceed with completing the survey. If you wish to withdraw your consent at any time, please see the section below covering 'Your Rights'.

### **How will Ipsos ensure my personal information is secure?**

- Ipsos takes its information security responsibilities seriously and applies various precautions to ensure your information is protected from loss, theft or misuse. Security precautions include appropriate physical security of offices and controlled and limited access to computer systems.
- Ipsos has regular internal and external audits of its information security controls and working practices and is accredited to the International Standard for Information Security, ISO 27001.

### **How long will Ipsos retain my personal data and identifiable responses?**

- Ipsos will only retain your data in a way that can identify you for as long as is necessary to support the research project and findings. In practice, this means that

once we have satisfactorily reported the anonymous research findings to DfE, we will securely remove your personal, identifying data from our systems.

- For this project we will securely remove your personal data from our systems by 11/2024.

### **Your rights.**

- You have the right to access your personal data within the limited period that Ipsos holds it.
- If you want to contact DfE about data they hold about you, please see the client's contact details below.
- Providing responses to this survey is entirely voluntary and is done so with your consent. You have the right to withdraw at any time.
- You also have the right to rectify any incorrect or out-of-date personal data about you which we may hold.
- If you want to exercise your rights, please contact us at the below Ipsos address.
- You have the right to lodge a complaint with the Information Commissioner's Office (ICO), if you have concerns on how we have processed your personal data. You can find details about how to contact the Information Commissioner's Office at <https://ico.org.uk/global/contact-us/> or by sending an email to: [casework@ico.org.uk](mailto:casework@ico.org.uk).

### **Where will my personal data be held & processed?**

- All of your personal data used and collected for this survey will be stored and processed by Ipsos in data centres and servers within the United Kingdom and the EEA.

### **How can I contact Ipsos & Client about this survey and/or my personal data?**

- **Contact Ipsos:**

**Email:** [compliance@ipsos.com](mailto:compliance@ipsos.com) with "23-006800-01 National Careers Service Satisfaction and Progression Survey" in the email subject line

**Post:** 23-006800-01 National Careers Service Satisfaction and Progression Survey  
Compliance Department  
Market and Opinion Research International Limited  
3 Thomas More Square  
London E1W 1YW  
United Kingdom