**Evaluation of the Social Services and Well-being (Wales) Act 2014: focus groups and interviews**

The Welsh Government has commissioned the University of South Wales, in association with Swansea University, Cardiff University, Bangor University and PRIME Centre Wales (these organisations are referred to as the ‘named partners’ throughout this document) to undertake an evaluation of the Social Services and Well-being (Wales) Act 2014. Bristol Transcribing Services have also been subcontracted for this evaluation for the purposes of transcription only.

This aim of this evaluation is to look at the implementation of the Act and the impact the Act has had on well-being of people who need care and support, and their carers. As part of this research the University of South Wales and named partners will be gathering information through a variety of methods. This privacy notice relates to **focus groups and interviews.**

The Welsh Government is the data controller for the research. However, the University of South Wales and named partners will be the data processors and will delete any personal information collected and anonymise the raw data gathered before it is shared with the Welsh Government.

The information collected during the project will be included in a report published on the Welsh Government website and possibly in other publications bythe University of South Wales, named partners and Welsh Government*.*

Your Participation in this research is completely voluntary. However your views and experiences are important in order to help inform Welsh Government policies.

The contact for this research at the University of South Wales is Professor Mark Llewellyn, E-mail address: [mark.llewellyn@southwales.ac.uk](mailto:mark.llewellyn@southwales.ac.uk), Telephone number: 01443 483070.

**PRIVACY NOTICE**

**What personal data do we hold and where do we get this information?**

Personal data is defined under the UK General Data Protection Regulation (UK GDPR) as ‘any information relating to an identifiable person who can be directly or indirectly identified by reference to an identifier’.

University of South Wales have contacted you to arrange invite you to take part in either a focus group or interview as part of the study. They will have obtained your contact details through one of the following ways:

* Your contact details were provided to the research team by a member of your organisation who is a representative on the evaluation of the Social Services and Well-being (Wales) Act’s Study Expert Reference Group.

Additional information about the Study Expert Reference Group and its members is available on request. Your representative on the Study Expert Reference Group would have made first contact with you to see if you are happy for your contact details to be shared with the research team. These details would have only be shared with your permission;

* You are part of the closed Social Services and Well-being (Wales) Act evaluation Facebook group.

Once you choose to be a member of the group you will be contacted by the research team to confirm whether you are happy to take part in the study. If you agree to take part the research team will ask for your name, email address and telephone number so they can invite you to participate. If you do not consent to be part of the study you will not be removed from the Facebook group, however, no data you provide will be stored or used as part of the study;

* Your contact details were provided to the research team by the Welsh Government. Your contact details are held by Welsh Government because of your involvement in social care policy;
* You have contacted the research team directly to agree to take part in the study.

If you agree to take part in the research, the following personal information will be passed to the University of South Wales and named partners:

* Your name
* Your email address
* Your telephone number

The University of South Wales and named partners will only use your contact details for the purposes of conducting the evaluation. You will be asked by the research team if you would be happy to take part in either a focus group or an interview. This will depend on the method selected by the evaluation team and/or your availability to take part.

This research does not require the collection of additional personal data from you. However, if you choose to provide additional personal data as part of the research we will not try to identify you from, or link your identity to, the responses you provide. Any additional personally identifiable information that is provided will be deleted. If you raise a query or complaint and provide personal data requesting a response, the researcher will forward the request only to the relevant official and subsequently delete it from the research data.

Your participation is voluntary and if you change your mind and do not wish to take part or be sent reminders then please contact Mark Llewellyn on the email address above and your details will be removed.

We may need to record focus groups and interviews for operational reasons. If this is the case, we will make this clear to you before the interview or focus group begins, and you will have the opportunity to tell us if you are not happy for the discussion to be recorded. A focus group will only be recorded if all members of the group are happy for this to happen. If focus groups or interviews are recorded, the recording will be sent securely to Bristol Transcribing Services for transcription. Personal data will be removed during the process of transcribing. Recordings will be deleted by the University of South Wales, named partners and Bristol Transcribing Services as soon as this process is completed. If interviews are not recorded, personal data will not be included in written notes prepared following the focus group or interviews.

**What is the lawful basis for using your data?**

The lawful basis for processing information in this data collection exercise is our public task; that is, exercising our official authority to undertake the core role and functions of the Welsh Government.

Participation is completely voluntary. Research studies such as this are important for the Welsh Government to collect information and actionable evidence about its ability to deliver government priorities. The information collected in this research, for example, might be used to:

* assess how effective the implementation of the Social Services and Well-being (Wales) Act 2014 has been;
* assess the impact of the Social Services and Well-being (Wales) Act 2014;
* decide whether changes need to be made to the legislation and/or associated guidance

**How secure is your personal data?**

Personal information provided to the University of South Wales, named partners and Bristol Transcribing Service is always stored on secure servers. The data can only be accessed by a limited number of researchers working on this project. The University of South Wales, named partners and Bristol Transcribing Service will only use this data for research purposes. The University of South Wales, named partners and Bristol Transcribing Service have cyber essentials certification.

The University of South Wales, named partners and Bristol Transcribing Service have procedures to deal with any suspected data security breaches. If a suspected breach occurs, the University of South Waleswill report this to the Welsh Government who will notify you and any applicable regulator where we are legally required to do so.

All data gathered through this research will be reported in an anonymised format. It will not contain your contact details and any identifiable information in open-ended answers will be removed. The University of South Wales and named partners will use the information gathered to produce reports which will be published on the Welsh Government website. These reports will not include any information that could be used to identify individual participants.

**How long do we keep your personal data?**

The University of South Wales, named partners and Bristol Transcribing Service will hold personal data during the contract period, and any personal data not already removed will be deleted by the University of South Wales, named partners and Bristol Transcribing Service three months after the end of the contract. This includes your contact details. TheUniversity of South Wales will provide Welsh Government with an anonymised version of the data that will not include information which could identify you.

**Individual rights**

Under UK GDPR, you have the following rights in relation to the personal information you provide as part of this project, you have the right:

* To access a copy of your own data;
* For us to rectify inaccuracies in that data;
* To object to or restrict processing (in certain circumstances);
* For your data to be ‘erased’ (in certain circumstances); and
* To lodge a complaint with the Information Commissioner’s Office (ICO) who is our independent regulator for data protection.

The contact details for the Information Commissioner’s Office are: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Phone: 01625 545 745 or 0303 123 1113. Website:[www.ico.gov.uk](http://www.ico.gov.uk)

**Further Information**

If you have any further questions about how the data provided as part of this study will be used by the Welsh Government or wish to exercise your rights using the UK General Data Protection Regulation, please contact:

Name: Rebecca Cox

E-mail address: Rebecca.cox@gov.wales

Telephone number: 03000 259378

The Welsh Government’s Data Protection Officer can be contacted at:

Welsh Government, Cathays Park, Cardiff, CF10 3NQ, Email: [DataProtectionOfficer@gov.wales](mailto:DataProtectionOfficer@gov.wales).