

Paper Survey Privacy Notice and Completion Instructions



Privacy Notice

Please review the privacy notice and tick **Yes** if you consent to the processing of your personal data for the purposes set out below. If you do not consent, please do not complete the survey.

Please return your completed survey directly to People Insight in the pre-paid envelope. Keep the separate Information Sheet in case you want to contact People Insight in future.

Data protection

The University of Oxford has contracted an experienced survey provider – People Insight – to carry out the Staff Experience Survey on our behalf. The University of Oxford is the ‘data controller’ for the personal data collected and used in the survey. This means that we decide how to use it and are responsible for looking after it in accordance with the UK GDPR and the Data Protection Act 2018.

How we use your data

We will use the personal data provided by University employees to understand how opinions and experiences vary between different groups of colleagues and to help identify ways of making improvements at the University. The survey results will also inform our work on employment and equality charters such as Athena Swan, the Race Equality Charter, the Stonewall Workplace Equality Index, the Mindful Employer Charter and the HR Excellence in Research Award. We collect job-related and demographic data which includes ‘special category’ or sensitive data. The questions on job role and department are mandatory but all other questions are optional.

We will process your data only because you have given us your explicit consent to do so. We will only use your data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another related reason and that reason is compatible with the original purpose. If we need to use your data for an unrelated purpose, we will first seek your consent.

How we protect your confidentiality

- No one at the University is involved in collecting responses to the survey
- People Insight will process your response and upload it to the reporting dashboard
- No results will be reported for groups smaller than 5
- People Insight will redact any comments that clearly identify individuals
- Access to the dashboard will be restricted to staff with a work-related need
- All dashboard users must comply with the Staff Privacy Policy and UK data protection law

Exceptions

Please do not identify yourself or others in your comments. We may not be able to guarantee your anonymity if something you say in a comment is recognisably unique to you but everyone with access to the

dashboard is required to protect your confidentiality. We will only break your confidentiality if we are required to do so by law, e.g. in response to a valid police request or binding court order.

Who has access to your data?

People insight is carrying out the survey under a contract for the supply of services. They are required to take appropriate security measures to protect your data in line with our policies and instructions. We permit them to process your data only for our own specified purposes. No personal data will be shared with a third party data controller. Only the People Insight Project Manager and Project Support team have access to the raw data. People Insight will process the survey responses, redact comments and apply privacy controls before sharing the results with the University. People Insight may refer any comments they are unsure about to the Survey Controller in the Equality and Diversity Unit for further redaction.

Retaining your data

People Insight will retain your personal data in electronic format for up to six years to allow comparisons to be made between the results of two or more surveys. After six years, your data will be deleted.

Security

Hard copy surveys will be returned directly to the People Insight UK headquarters in pre-paid envelopes, scanned and inputted into the dashboard system, and accessed in electronic format only. No hard copies will be removed from a secure environment. The electronic survey data will be stored on People Insight's secure network. People Insight is accredited with Cyber Essentials, ISO9001:2015 and ISO27001.

Where we store and use your data

Hard copy surveys will be securely stored at the People Insight UK headquarters for six months in case of queries before being destroyed. People Insight's secure electronic network is located in the UK.

Your rights

You have various rights including the right to withdraw your consent to processing while the survey is open. Please see the separate information sheet for full details.

Under certain circumstances, by law you have the right to:

- Request access to your data
- Request correction of your data
- Request erasure of your data
- Object to processing of your data
- Request the restriction of processing of your data
- Request the transfer of your data to another party

Further information on these rights is available from the Information Commissioner's Office:

www.ico.org

Depending on the circumstances and the nature of your request it may not be possible for us to do what you have asked. If you want to exercise any of the rights described above or are dissatisfied with the way we have used your information, you should contact the University's Information Compliance Team. We will seek to deal with your request without undue delay, and in any event in accordance with the requirements of the UK GDPR. Please note that we may keep a record of your communications to help us resolve any issues which you raise. You can contact the Information Compliance Team at:

data.protection@admin.ox.ac.uk

Contact

If you wish to raise any queries or concerns about our use of your data, please contact the Survey Controller at: equality@admin.ox.ac.uk

Consent

I have read the survey privacy notice and I consent to my personal data being processed for the purposes described above.

- ❖ Yes (please review the **Completion Instructions** on the next page)
- ❖ No (if you would rather not complete the survey, please give it back to the person who gave it to you so it can be offered to someone else)

Survey FAQs and Privacy Notice: edu.web.ox.ac.uk/staff-experience-survey

Completion instructions

Accessibility

Please call People Insight for assistance if you are unable to complete this survey either online or by hand: Tel. 020 3142 6511, Monday to Friday: 9am-5pm

Answering the questions

- Please work through the survey by reading each question and ticking the most appropriate option from those listed.
- Select 'Neither Agree nor Disagree' if sometimes you agree but sometimes you don't or, alternatively, if you feel neutral about it or if you simply don't know.
- Please try to answer every question. However, if you come across a question that is not relevant to you, please just leave it blank rather than choosing an answer that doesn't really work for you.
- The questions on job role and department are mandatory but all other questions are optional.

Free text comments

There are five free text questions which ask how the University can support your professional development, what you like best about working in your department and for the University, and what you think we most need to improve. Please take this opportunity to be as open and creative as you can – while avoiding identifying either yourself or other individuals.

The comments will be redacted if necessary before being uploaded to the online reporting dashboard. Access to the online dashboard will be provided to University staff who need to view it as part of their work in carrying out the survey purposes. Comments may be quoted in internal and external reports and publications.

A note on terminology

'Department' should be taken to mean sub-department, faculty, school, institute, centre, unit, section, museum, library or other administrative body of the University as set out on the Governance and Planning website: governance.admin.ox.ac.uk/university-organisation-structure

Some questions ask you about your relationship with your line manager or supervisor. If you are in a role without a formal line management arrangement, please think about your relationship with your head of department, faculty board chair, head of division, or another senior colleague.

Please post the completed survey to People Insight in the pre-paid envelope by 18th May 2021

Staff Experience Survey 2021



Your right to withdraw – PLEASE KEEP

You have various rights including the right to withdraw your consent to the processing of your personal data while the survey is open.

The survey closes on 18 May 2021.

Your survey response will be deleted if it can be identified. If you want to withdraw your response, you will need to provide People Insight with some details to enable them to identify your survey, specifically a piece of demographic information and a distinctive comment.

If you would like to withdraw your survey response you will need to do the following:

1. Contact People Insight.
You can call: 0203 142 6515 (Monday to Friday, 9 – 5pm) or email:
support@peopleinsight.co.uk
2. Provide some personal details so they can confirm your identity, e.g.
 - Full name
 - Employee number (you can find this on HR Self-Service or an old payslip)
 - Job grade
 - Job role or title
3. Provide at least two pieces of information that can be used to identify your survey. One will be a distinctive comment you wrote on your survey. The other could be one, or both, of the following:
 - The department you selected
 - The staff group you selected

If People Insight can find your response it will be removed securely. People Insight will not be able to send you another paper survey but you could opt to retake the survey online instead.

Survey FAQs and Privacy Notice: edu.admin.ox.ac.uk/staff-experience-survey

HR Self-Service: staff.admin.ox.ac.uk/working-at-oxford/you-and-work/hr-self-service