**Privacy Statement for NHS User Research Participation and Repository Use**

**Who we are**

We are conducting user research as part of NHS Education for Scotland’s (NES) Digital Front Door project, to improve access to health and social care services. This privacy statement explains how we will collect, store, and use your personal data—along with any images or recordings—under the UK General Data Protection Regulation (UK GDPR).

**What information we collect**

If you consent to be contacted and/or participate in our user research, we may collect the following information:

* Your name and contact details (e.g. email address)
* Demographic information (e.g. age range, location, job role, relevant information such as visual impairment)
* Communication preferences
* Records of your participation (e.g. session notes, anonymised quotes)
* Optional information about your experience or preferences
* With your consent, we may also collect audio, video, or screen recordings during research sessions (e.g. interviews or usability testing)

With your explicit consent, we may also collect special category data from you such as:

* Health conditions
* Ethnicity
* Sexual orientation

**Why we collect this information**

We collect this data to:

* Contact you with invitations to participate in future research activities
* Help us select participants relevant to specific studies
* Understand user needs and behaviours to improve NHS services
* Store research findings in a central repository to support learning across teams

Participation in research is entirely voluntary. You can decline to take part or withdraw at any time, without giving a reason.

**Use of the Condens research repository**

We store research findings in **Condens**, a secure, GDPR-compliant research repository used to manage, analyse, and share insights across project teams.

In Condens, we may store:

* Notes and transcripts
* Anonymised quotes
* Audio, video, or screen recordings (if consented to)

Recordings and images will only be visible to people directly involved in the project. They will be used solely for research and service design purposes and will not be published or shared more widely without your explicit permission.

Condens stores data on secure European servers in compliance with UK GDPR and NHS data security standards.

**Lawful basis for processing**

Our lawful basis for processing your personal data is consent, under Article 6(1)(a) of the UK GDPR. We also rely on our public task, under Article 6(1)(e) of UK GPDR, as the NHS Education for Scotland Order 2002 as amended by the NHS Education for Scotland Amendment Order 2021 says that we are responsible for providing digital information services, and we are using this research to develop those services.

Where we collect special category data (e.g. health-related information), this is processed with your explicit consent under Article 9(2)(a), for the purposes of delivering health and social care services under Article 9(2)(h).

You can withdraw your consent at any time by contacting the research team (details below).

**How your data is stored and protected**

All data is stored securely and access is limited to authorised members of the research or service development teams. Condens is a GDPR-compliant platform with strict access controls. We do not share your data with any third parties unless required to do so by law.

**Data retention**

We will retain your personal data Research materials and personal data (e.g. recordings, notes) will be retained for one year after the project ends, unless you request deletion sooner.

**Your rights**

Under UK GDPR, you have the right to:

* Access the personal data we hold about you
* Request correction of inaccurate data
* Request deletion of your data (“right to be forgotten”)
* Restrict or object to certain types of processing
* Request a copy of your data in a portable format

**To exercise any of these rights, please contact:** [nes.informationassurance@nhs.scot](mailto:nes.informationassurance@nhs.scot)

**To withdraw your consent at any time, please contact:**

**To make a complaint about the use of your data, please contact**: The data protection officer, at [nes.informationassurance@nhs.scot](mailto:nes.informationassurance@nhs.scot)

You also have the right to raise a complaint with the Information Commissioner’s Office (ICO): [www.ico.org.uk](https://www.ico.org.uk)

**Updates to this privacy statement**

We may update this statement to reflect changes to our research practices or legal obligations. The most recent version will be available at: [www.nes.scot.nhs.uk/lega-and-site-information/privacy/](http://www.nes.scot.nhs.uk/lega-and-site-information/privacy/)