

# How we look after your information

When you take part in a group discussion or interview with Involve North East we will gather some information about you. This leaflet explains what information we will gather and how we will look after your information.

## How will my views be collected?

The group discussion/interview will be recorded on a digital audio recording device and paper-based notes will also be taken by Involve North East staff. You will also be asked to complete a short questionnaire which asks for some personal details about you. We require this information to enable us to record the different types of people we have spoken to as part of the project. This questionnaire is anonymous and will not be attributed to any of the views you give us.

After the group discussion/interview has ended, the recording will be typed up, word for word, exactly as it was said with any reference to names or identifying characteristics removed and then the audio recording will be deleted. The notes taken will be used to cross-reference with the typed recording and will then be destroyed.

## What will happen with the information I share?

The information you give us will be written into a report and shared with the organisation who has asked us to carry out the work.

## What about confidentiality and anonymity?

At all times your confidentiality and anonymity will be maintained.

- You will be reminded that you do not have to share any information you do not wish to and that you are free to withdraw at any time
- No names, identifying characteristics or identifying comments will be used in the final report
- Project team members will not discuss any individuals or issues raised during the group discussions or interviews with anyone outside the project team
- You have the right to see any information we have collected about you during the group discussion/interview
- We are fully compliant with the Data Protection Act 1998 and General Data Protection Regulation 2016/679

## Access Request

If you wish to make a subject access request to find out what information is held about you, you need to:

- Put your request in writing by sending a letter to Information Governance at Involve North East, Carnegie Building, Atkinson Road, Benwell, Newcastle upon Tyne, NE4 8XS. You will need to include:
  - your full names and names you have been known by



- your date of birth
  - your address and telephone number
  - state the records you require.
- Make an appointment by calling 0191 2263450 to attend at the office with:
    - proof of address (driving licence, utility bill or an official letter dated in the last three months)
    - proof of identity (preferably photo id such as a passport or photo driving licence)

**What if there is a safeguarding issue?**

Everything you tell us will be treated as confidential. However, should you mention something that leads us to believe that you and/or someone else is at risk of serious physical and/or emotional harm, we may need to tell someone to keep you or others safe.

If you have any questions about this information please contact the Involve North East team on 0191 226 3450, or via email at: [beinvolved@involve.org.uk](mailto:beinvolved@involve.org.uk)

This information is available in different formats upon request.

