

## Privacy statement

The purpose of this privacy document is to set out what data we collect, why we collect it and how long we will keep it for. Please consult our confidentiality statement for information on how we handle the content of your project applications and associated intellectual property.

The National Institute for Health Research (NIHR) Research Design Service (RDS) complies fully with the General Data Protection Regulations.

### **Project development support**

As a recipient of support from the RDS we will collect and securely store project information relating to your application in order to facilitate our advice giving. We will retain that data until one year after the end of our successive RDS contracts.

We additionally categorise our support by category and time spent. This information will be shared annually, along with details pertaining to the project's principal investigator, with the NIHR Central Commissioning Facility (CCF) to evaluate the management and delivery of the RDS. The CCF is part of the Department for Health and Social Care (DHSC) NIHR. All information will be held securely and treated in the strictest confidence by the RDS, CCF and NIHR.

The [NIHR privacy policy](#) includes further information including ways NIHR may use your data, contact details and details of your individual rights in relation to how your data will be used. This includes details of the information collected by NIHR, why it is collected, how long it will be retained and how the information will be used.

### **Evaluations**

From time to time the RDS will ask you, anonymously, to evaluate the service that you have received, whether it is project support or, for example, event attendance. The feedback we receive is used to improve our service and quotes may be used as feedback to our funders. Collated data will be kept until one year after the end of successive RDS contracts, individual data will be kept for one year.

CCF asks us to circulate their RDS evaluation survey each year, to those who we have provided application support to in the latest annual reporting period. Please consult the [NIHR privacy policy](#) for the handling of that data.

### **Mailing list subscriptions**

If you've signed up to an RDS news alert, newsletter, bulletin or other similar publication then your name and email may be stored in a MailChimp account which some RDS use to distribute all of our ebulletins and updates. MailChimp are fully GDPR compliant ([privacy policy](#)) and you can unsubscribe at any time with the link on the bottom of a mailing. Neither RDS nor MailChimp will share your details with a third party. Your data will be kept until one year after the end of successive RDS contracts or until you unsubscribe.

### **Event bookings**

By signing up to attend an RDS event you consent to the collection and storage of your booking data. This data will be used to facilitate the administration of the event and the

evaluation of our effectiveness to reach and engage with researchers throughout our region. Collated data will be kept until one year after the end of successive RDS contracts, individual data will be kept for one year unless it relates to photo permissions in which case it will be held until the end of the RDS contract plus one year.

Some RDS regions use Eventbrite to manage their bookings. Information on how Eventbrite manage booking data can be found here: [privacy policy](#)

### **Website analytics**

The RDS collates only data regarding unique page views and time spent on the site. This information is used to improve our websites, tailor our information to user need and monitor interest in certain areas such as our RDSblog. Although IP-address data may be available our analytics do not include the data at that level of detail.

### **Data retention**

Your contact information will be removed from our records, one year after the end of successive RDS contracts, unless the information relates to a financial transaction when we are obliged to retain it for up to seven years for auditing purposes.

### **How to contact us**

If you wish to contact the RDS WM

**Karen Biddle, Administrator, RDS WM Birmingham Hub**

**Email: [rds@contacts.bham.ac.uk](mailto:rds@contacts.bham.ac.uk)**

**Tel: 0121 414 8533**

### **Keele Hub**

**Administrator, RDS WM Keele Hub**

**Email: [primarycare.rds@keele.ac.uk](mailto:primarycare.rds@keele.ac.uk)**

**Tel: 01782 732929**

### **Warwick Hub**

**Stephanie Smart, Administrator, RDS WM Warwick Hub**

**Email: [rds@warwick.ac.uk](mailto:rds@warwick.ac.uk)**

**Tel: 02476 150493**

Should you have any complaint about the way that the RDS WM processes your personal information you can make a complaint to the Information Commissioner by visiting:

<https://ico.org.uk/concerns/> - or by writing to the Commissioner at: The Information Commissioner, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

If we decide to change our Privacy Statement we will email clients and update this document. This will help ensure that you are always aware of what personal information we collect, how we use it, how long we will retain it for and under what circumstances, if any, we share it with other parties.

(Updated)