



Llywodraeth Cymru  
Welsh Government

GUIDANCE, DOCUMENT

# Export Cluster Programme feedback survey: privacy notice

Privacy notice for the Export Cluster Programme feedback survey.

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# Background

The Export Support Team in Welsh Government has commissioned the Trade Analyst Team in Knowledge and Analytical Services, Welsh Government to undertake an online survey to seek feedback on its Export Cluster Programme. The aim of this survey is to assess satisfaction and engagement of Cluster members with the Programme, to understand the impact that the support is providing, identify any outcomes achieved and to understand the background of the businesses responding. The survey results will inform decisions around any possible extension of the Programme into a 4th year and beyond.

As part of this research, the Trade Analyst Team will be gathering information through an online survey.

The Welsh Government is the data controller for the research. The Trade Analyst Team will remove personal data before writing up their final report and will not provide personally identifiable data to others in Welsh Government unless you ask us, or have given express permission, to do so.

The information collected will be included in a report published on the Welsh Government website.

Your participation in this research is completely voluntary. However, as Export Cluster members, your views and experiences are very important to the Welsh Government in making decisions about the future direction of the Export Cluster Programme.

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# 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’.

Participants contact names and email addresses were provided to the Welsh Government’s Trade Analyst Team by the Welsh Government’s Export Support Team which hold your details because of your participation in the Export Cluster Programme.

This research does not require the collection of additional personal data from you.

Your participation is voluntary and if you do not wish to take part or be sent reminders then please reply to the invitation email expressing your wish to opt out, and your details will be removed. The Trade Analyst Team will only use email addresses for the purposes of this survey.

If you choose to provide additional personal data as part of the research (e.g. as part of an open-ended question) we will try not to identify you from, or link your identity to, the responses you provide.

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.

# 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:

- Explore ways in which delivery of the current Export Cluster Programme could be improved; and
- Inform decisions around any possible extension of the Export Cluster Programme into a 4th year and beyond.

# How secure is your personal data?

Personal data provided to Welsh Government is held on secure servers, and for this project a folder has been created that has access restricted only to the immediate research team. Your contact details and any personal data you choose to provide will be stored in this restricted folder. The researchers will not provide any personal information when reporting findings to the Export Support Team.

When conducting surveys, the Welsh Government use a survey software programme called SmartSurvey. We have ensured that SmartSurvey is UK GDPR compliant and meets our expectations in terms of the security of any data collected via the software.

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The Welsh Government has procedures to deal with any suspected data security breaches. If a suspected breach occurs, the Welsh Government will notify you and any applicable regulator where we are legally required to do so.

The Trade Analyst Team will use the information gathered to produce a report that will be published on the Welsh Government website. This report will not include any information that could be used to identify individual participants.

## How long do we keep your personal data?

Any personal data collected in the survey will be deleted by the Trade Analyst Team within six months of the publication of the final report. This includes removing your contact details from the research folder used for the project.

The Welsh Government will continue to hold your details for the original purpose as part of the Export Cluster Programme.

## Individual rights

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

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Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.  
Phone: 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: Mair Smith  
E-mail address: [Mair.Smith007@gov.wales](mailto:Mair.Smith007@gov.wales)  
Telephone number: 03000250958

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).

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