



Delivered by



Help through Crisis - Information sheet

Please read the following information carefully as it gives you the details of this research, how we process data as part of the Help through Crisis Evaluation and your data protection rights.

Larger print versions of this document are available on request.

Purpose of the research

The National Lottery Community Fund are carrying out research about the Help through Crisis programme. This is to understand the experiences of people supported by the project and organisations and charities working to tackle hardship crisis, and to share this learning across the programme. We are visiting each project and talking with staff, volunteers, and people who access support from the project.

Who is carrying out the research

This research is being led by Ipsos MORI, an independent research company, who are working with three other independent partner organisations (NEF Consulting, Revolving Doors Agency, and Hopkins Van Mil) to conduct the research. For the purposes of this research, National Lottery Community Fund is the data controller and Ipsos MORI and their partner organisations are data processors.

Information we collect

We are asking you to speak to us about your experiences of the Help through Crisis programme. The project will invite you to take part in an interview with one of our researchers. The interview is completely voluntary, and no-one should feel under pressure to take part. We will collect the following personal data: your name, name of your project, contact number and the recording of your interview.

For people who have been supported by the project, we are looking to cover topics such as: how you heard about the project, your experience of being supported by the project, and whether or not you feel this has helped you. We may also ask about your story and the reason that you got involved with the project. It will always be your choice as to whether you answer any of these questions.

We will not ask you to share sensitive data (for example: religious beliefs, information about your health, or sex life) but it's possible that through our conversation that you might want to talk about these things. We will treat all of the data you provide as sensitive and have provided more information below about how we protect your data.

For staff and volunteers, we are looking to cover topics such as general information about your role and involvement with the project, local context and needs, specific approaches your organisation may take (for example to outreach work), the support provided by your organisation and the outcomes you have achieved, and the staff and volunteers who work within your organisation.

How we protect your personal information

As part of the Help through Crisis programme, Ipsos MORI and their partner organisations will collect information from partnerships and people involved with the programme, process this data for research purposes, and share the findings of the research. This falls under the category of a public task, which means that we have a lawful basis to carry out this research because it is in the public interest.

Ipsos MORI and their partner organisations will protect your personal information in the following ways:

- We will only collect and hold the minimum amount of data we need;
- We will use anonymous data wherever possible;
- We will not process your data in ways likely to cause any harm;
- We will store all personal information securely, in encrypted files on secure servers; and
- Ipsos MORI have internal business excellence and ethics teams who can review materials if necessary.

Sharing information with others

We will not personally identify anyone in the reports that we write. Only a small number of people from Ipsos MORI and their partner organisations will see what you tell us. Ipsos MORI and their partner organisations will send data to each other using a secure transfer portal. All files will be encrypted with a password.

We may also send interview recordings to a transcription company to be typed up: we have assessed this company to ensure they have the adequate security procedures for holding and deleting the data, and we will send the recordings to them securely. When we send the recordings, they will not contain any information other than the recording itself that could identify you personally (such as your name or project name).

We will not share what you tell us with anyone else, including the National Lottery Community Fund, in a way that could identify you personally.

However, sometimes we will identify the projects we have visited as “case studies” in our reports. If you have some comments that you would prefer not to be identified as coming from the project, please let us know and we will make sure your wishes are respected. Where projects are identified in our reports, we will check this with the project first to make sure you are happy with what we have written. In some cases, we might ask if we can take a photo of you to use in our reports. We will always ask you if this is okay and ask you to sign a consent form. You don't have to let us take a photo if you don't want to and you can tell us if you would like us to stop using it in the future.

Storing information

Your responses to this research will be stored securely by Ipsos MORI and our consortium partners. Interviewees will be given a unique identifier number and transcripts from your interview will include that number instead of your name. Ipsos MORI and their partner organisations will retain contact details of staff/volunteers for organising and conducting interviews, workshops and events, and sharing resources with you. All personal data will be securely destroyed on 01/12/2022 after

the programme has finished. Non-personal data may be held for up to 6 years after the contract has completed.

Your data protection rights

The rights you have are set out in data protection legislation, which is designed to protect and support the personal data rights for everyone in the UK. Your rights include:

- the right to be informed about who is collecting and processing your data: we set this out above;
- the right of access: to understand what information about you is being used and how;
- the right to ask for your personal data to be erased;
- the right to request that we suspend the processing of your personal data, for example if you want us to establish whether it is accurate, or the reason for processing it;
- the right to object to our processing of your personal data.

There are other rights not listed here and exemptions may apply. For more details see here: <https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/individuals-rights/> or contact our Data Protection Officer (see below).

If there are any problems with our handling of your data, we will notify you and the organisation that is responsible for regulating this where we are legally required to do so. We will not move or share information about you outside the EU and it will be held securely at all times.

Your right to complain

If you are unhappy about how your personal data has been used please contact either the National Lottery Community Fund or Ipsos MORI using the contact details below. You can also contact the Information Commissioner's Officer via their website at www.ico.org.uk/concerns or at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

How to contact us

If you have any concerns or questions about the research, please contact: HelpthroughCrisis@ipsos.com.

For more information about how and why The National Lottery Community Fund and Ipsos MORI, NEF Consulting, Revolving Doors Agency, and Hopkins Van Mil use your personal data or to exercise your data protection rights please contact either:

The National Lottery Community Fund's Data Protection Officer at the The National Lottery Community Fund at 1 Plough Place, London, EC4A 1DE or data.protection@tnlcommunityfund.org.uk; or

Ipsos MORI's Data Protection Officer by post at Ipsos MORI, 3 Thomas More Square, London E1W 1YW, United Kingdom (addressed to 18-042474-01 Help through Crisis, Data Protection Officer, Compliance Department) or by email at compliance@ipsos.com (with "19-052363-01 Help through Crisis" in the email subject line).