

SAAS User Research Privacy Statement

Who we are and how you can contact us

Student Awards Agency Scotland (SAAS) is an Executive Agency of the Scottish Government
SAAS is the Controller for your personal information.

Students Awards Agency Scotland
Saughton House
Broomhouse Drive
Edinburgh
EH11 3UT

Email: [SAAS Data Protection Mailbox](#)
Telephone: 0300 555 0505

What information do we collect about you?

If you chose to participate in research through a survey, interview or other method SAAS may collect the following types of personal information:

- Personal and contact details, such as name, email address or telephone number
- Organisation related details, such as your job role and name of organisation
- IP Address
- Responses to survey questions
- The date and time when you undertook a survey or participated in an interview.

For the purpose of research and surveys SAAS will collect your personal information in a variety of ways including by email, online survey's, interviews and telephone. Collection of personal information may also include the use of audio or video recordings.

Why and how is your personal information used?

We are conducting research working on behalf of the Scottish Government. We are developing services aimed at helping students, carers and education professionals with information and guidance on funding for Further and Higher education.

The information you provide will be anonymised and used to gain insight into the behaviour, preferences and opinions of participants. These insights will be used to inform the design of new services and improvements to existing services. We will share anonymised data with other business areas or externally within the Scottish Government.

We will only collect and use your personal information if you have agreed to participate in the survey, interviews or prototype testing.

We will use your personal information to:

- Contact you regarding participation in research activities
- Contact you regarding any follow up questions in relation to research you have been involved in

- Undertake research activities
- Analyse information from research initiatives
- Contact you regarding future research activities, if you have agreed to being contacted about these.
- Maintain and develop systems, processes and policies
- Audit purposes to ensure research is being undertaken ethically.

Legal basis for processing personal data

Personal information is processed under 'public task' for the purposes of any research undertaken by SAAS or for SAAS by a third party.

If SAAS has to collect and use special categories of personal data we require an additional legal basis for processing this type of data. We will only collect special category data if it is in the 'substantial public interests'. We would ensure we have a specific processing policy in place.

We may also need to process personal information if it is necessary for the purposes of a legal obligation, such as the disclosure of information required by law.

Information sharing

Your personal information may be shared internally with staff and business areas involved in research activities and externally within the Scottish Government.

SAAS will only share personal information if it is necessary. Where possible SAAS will anonymise personal data or use pseudonymisation techniques when sharing information with third parties.

We will never share your personal information for commercial purposes or for reasons outwith SAAS' business purposes.

We use Google as a third party service for our surveys to collect personal information. To find out more on how they manage data click here

https://privacy.google.com/businesses/compliance/#!?modal_active=none#%3Fmodal_active=none

Details of transfers to third country and safeguards

Your information is stored and processed on servers based within the United Kingdom. We do not transfer personal information overseas.

If we need to transfer information outwith the UK, use third party services based outside the UK, we will ensure necessary safeguards are in place which meet UK data protection legislation.

How do we keep your information secure?

We are committed to protecting the privacy and security of the information submitted to us.

- The transmission of information over the internet is generally not completely secure. Although we will do our best to protect your information, we cannot guarantee the security of data transmitted.
- Any transmission is at your own risk.
- When we receive your information, we have procedures and security measures in place to keep your data secure.

- Where we share personal information with third parties through data sharing agreements or for legal/statutory requirements, we make sure they have the appropriate security policies and procedures in place.

Retaining your personal information

We only retain personal information for the period necessary for us to gain useful insights from the information collected and fulfil the uses described in this privacy statement. Generally, we do not retain personal information for longer than 3 years from the start of the project – unless we have a legal reason requiring us to retain it for longer.

Individual rights

Data protection legislation provides the following rights for individuals:

1. The right of access
2. The right to rectification
3. The right to erasure
4. The right to restrict processing
5. The right to data portability
6. The right to object
7. Rights in relation to automated decision making and profiling.

Further information about these individual rights can be found on the Information Commissioner's [website](#).

These rights can be made in writing or verbally by using the contact details provided at the start of this privacy statement and will be responded to within 30 calendar days.

Complaints

If you are not satisfied with the response received to your request by SAAS, in the first instance you should contact SAAS for a review of the decision. This can be done by contacting us using the contact details at the start of the privacy statement.

If you are still dissatisfied, you have the right to contact the Information Commissioner's Office, the independent body overseeing compliance with the Act and should be directed to the [ICO website](#)

Cookies

The SAAS website and online services uses cookies:

- To make sure our website works properly
- To collect data about the use of our website including the number of visitors and how frequently pages are viewed
- To ensure the secure function of the SAAS online service
- To remember your preferences and make the website easier to use.

Please follow this [link](#) for our full cookie statement.