# **Consent form**

Hello,

My name is facilitator name and I work as a user experience researcher for Capita Public Services. We are conducting research to help understand how to improve our service/product name.

## What to expect

The session will take 1 hour. During the session we will summarise the session/product. There will be some tasks, but don’t worry you are not being tested!

I’ll be facilitating the session while another colleague will be capturing the notes. Occasionally we may also have an observer.

## The information we record

Alongside taking notes, it can be helpful for us to record audio/ video from the session. We use these recordings to help us remember what you tell us and to tell the story to other internal members showing real examples.

Anything we do record will be anonymized. None of the recordings will be made public and will only be viewed by the product team.

## How long we keep your information

We are responsible for any information you give us throughout the project. Any recordings we make will be stored on our secure restricted access internal folder system.

We delete all recordings once we are finished or within 90 days.

## Your right to withdraw

You have the right to withdraw from the research at any point and for any reason. If you would like more information or would like to withdraw, email facilitator email address here. If you choose to withdraw, all the information you have given us will be deleted.

## Do you want to take part in the research?

By agreeing you acknowledge the information given and confirm that you have understood and are comfortable with taking part in the research.

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Date |  |
| Role |  |  |  |
| Yes, I agree to take part in the research | |  | |
| No, I do not want to take part in the research | |  | |