

Privacy Notice for ‘Understanding young people’s experiences of crisis service support during a suicidal crisis’

Your Personal Data

The University of Glasgow along with the research team directly involved in conducting the investigation will be the ‘Joint Data Controllers’ of all personal data processed in relation to the remote online study titled “Understanding young people’s experiences of crisis service support during a suicidal crisis”. This privacy notice will explain how the University of Glasgow will process your personal data.

Why we need it

We are collecting your basic personal data such as gender, age and employment status, and where relevant special categories data (such as ethnicity, sexuality, history of suicidal thoughts and behaviour, diagnosis of mental illness) in order to understand young people’s satisfaction of crisis services to support their thoughts of suicide.

Legal basis for processing your data

We must have a legal basis for processing all personal data. As this processing is for Academic Research we will be relying upon **Task in the Public Interest** in process any basic personal data you choose to provide as part of this study. We will be relying upon ‘Task carried out for **Public Interest, Scientific or Historical Research Purposes**’ for the collection and processing of any Special Categories data.

Alongside this we will ask for your **Consent** to take part in the study for Ethical Considerations however this will not form part of our legal basis for processing your data.

What we do with it and who we share it with

- All the personal data you submit will be processed by the Lead Researcher at the University of Glasgow and a **third-party transcription service (1stClassSecretarial.com)**. Your data will be held on University Servers in the UK and thus will be subject to appropriate organisational and technical safeguards. This includes any screening data gathered before consenting to participate in the study.
- Initially we will ask you to complete a pre-screening call (approximately five minutes in duration) in order to assess your eligibility for the study. If successful and you choose to participate you will be interviewed. The audio of that interview will be transcribed into text by the **third-party transcription service**, all audio data will be destroyed at the end of the study.
- At this stage your data will be pseudonymised (your personally identifiable information e.g., name will be replaced by one or more artificial identifiers, or pseudonyms) with the key held separately.
- Your pseudonymised data will be used in scientific papers which will be submitted to peer reviewed journals as well as potentially presented at relevant conferences for dissemination.
- Your identifiable information might be shared with people who check that the study is done properly and, if you agree, with other organisations or universities to carry out research to improve scientific understanding.

How long do we keep it

Candidates Accepted onto the study

If you choose to participate in the research study, the University will retain all collected data for up to ten years for the sole purpose of contributing to the current study and any linked research papers. Your interview audio recording will be securely deleted upon transcription by the Lead researcher.

Candidates that are not accepted

If you are not accepted on the study all data pertaining to you will be securely deleted upon decision. You will be notified that this is the case.

Candidates that choose to withdraw from the Study

If at any time you choose to withdraw from the study please notify the research team at your earliest opportunity. We will then move to securely delete your personal data and will notify you upon completion. You do not need to offer an explanation for your withdrawal.

What are your rights?

You can request access to the information we process about you at any time. If at any point you believe that the information we process relating to you is incorrect, you can request to see this information and may in some instances request to have it restricted, corrected or, erased. You may also have the right to object to the processing of data and the right to data portability. You have the right to withdraw consent at any time.

If you wish to exercise any of these rights, please contact dp@glg.ac.uk.

Complaints

If you wish to raise a complaint on how we have handled your personal data, you can contact the University Data Protection Officer who will investigate the matter.

Our Data Protection Officer can be contacted at dataprotectionofficer@glasgow.ac.uk

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO) <https://ico.org.uk/>