



#SpeakUpSparkChange

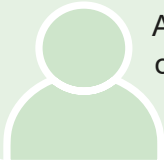
# Confidentiality and data handling

## How is your information gathered?

**The staff survey is developed by an independent provider, IQVIA.** The information they have access to includes details such as your name, work address, directorate and staff group to allow surveys to be delivered to the right place.



Your data is transferred to IQVIA using a secure online portal. Only the IQVIA team will have access to it. As an accredited survey contractor, IQVIA complies with **ISO 20252**, **ISO 270001** and the **General Data Protection regulation (EU) 2016/679** and the **Data Protection Act 2018**.



A unique survey code is assigned to every staff member on the list so that everyone receives only one survey. UHD is not able to match these codes with individual answers.

## How is your information used?

The code is used to track survey completion across the trust. UHD cannot see whether or not you personally have completed the survey.



If you do not complete the survey, you will receive reminder emails. This is an automatic process. If you do not want reminders and do not want to complete the survey, you can contact IQVIA to opt out.

UHD will not be able to see whether individuals have responded nor what they have said.

**IQVIA will not supply identifiable data to your organisation under any circumstances.**



## How is your information reported?

All findings will be reported to UHD from IQVIA in anonymised form for groups of 11 or more people to prevent identification. **Free text comments will be provided to your organisation with names and job titles edited out and at CSU level only.**



IQVIA transfer the data to the National NHS Coordination Centre, who will create national benchmarking reports for all NHS organisations that ran the survey. This is also confidential. **The results will be published on [nhsstaffsurveys.com](https://nhsstaffsurveys.com).** All staff details will be deleted after the survey and paper questionnaires destroyed securely.

Look out for your personal invitation from [NHSStaffSurvey@iqvia.com](mailto:NHSStaffSurvey@iqvia.com)



See our  
patients sooner



Be a great  
place to work



Improve patient  
experience,  
listen and act



Save lives,  
improve  
patient safety



Use every NHS  
pound wisely