

## TRP Surveys Online Video Focus Groups Privacy Notice addendum

This Privacy Notice is in addition to the TRP Surveys Privacy Notice and is for members taking part in any online video focus groups run by TRP Research. It explains how we collect, store, use, share and protect your personal data when you take part in any focus groups that we run. The addendum should be read alongside the main [TRP Surveys Privacy Notice](#). By taking part in any focus group you confirm that you have read, understood and agree to this Privacy Notice addendum. **If you do not agree to this do not take part in our focus groups.**

### Information about Focus Groups

During the focus group you will be on a video call with TRP Research staff and some other selected members of TRP Surveys. All members in the group will be visible to each other and will be able to see your first name. You will need to take part in the discussion and offer your opinions on the topics discussed. The focus group session will be recorded. The recording from the focus group will be transcribed and any information that could identify you will be removed. Once this has taken place it will not be possible to identify you through the transcript.

#### October 2021 Online Video Focus Group

The focus group discussion will be about various topics on your use and experience of media and television. The focus group session will take place on Zoom and the recording will be kept for 1 year. The transcript and findings from the focus groups may be passed to clients and used in promotional materials and conferences.

#### January 2024 Online Video Focus Group

The focus group discussion will be about a particular series of programmes, more details will be provided if you have been selected to take part. The focus group session will take place on Zoom and the recording will be kept for 1 year. The findings from the focus group will be passed on to the client. The purpose of the processing is to use the transcript to provide additional insight to the client about the series of programmes talked about in the focus group.

### Personal data and lawful basis for processing your personal data

Personal data means any information about an individual which allows you to be identified. It may also include special categories of personal data, such as ethnicity, national identity and health information which are considered more sensitive.

As an existing member of TRP Surveys we already hold some personal information about you that was collected as part of the sign up process. We will use this information to make sure you meet the criteria for each focus group and will use the contact details we already have to communicate with you. We will contact you by email most of the time. We will contact you on the phone number provided if you are selected to take part in the focus group or are on the reserve list. This will allow us to make sure the focus group runs smoothly by checking you are set up and ready to participate in the focus group, to help you if there are any technical issues and to answer any questions you have etc.

Each time we run a focus group we will ask for your consent to take part to allow us to run / record the focus group, store / use the recording and report findings. Once identifiable information has been removed the transcript and findings from the focus group will be passed on to the client and may be used in promotional materials and conferences (as per the details given in the "Information about Focus Groups" section above for the relevant focus group).

We are using "consent" as our lawful basis for processing. If we want to use the information you have provided for any other purpose or want to collect further personal data from you we will ask for your consent again.

We will not directly ask you to reveal any personal information as part of the focus group, however information such as your age/gender/ethnicity/disability etc may be apparent during the focus group session. As you will be on a video call with other members of TRP Surveys and TRP Research staff, we need to protect each other's data and have a few rules that need to be followed:

- Be in a quiet location where no one can see your screen or hear the conversation.
- Take care that no one else on the call will be able to see any personal data about you, your family or anyone else e.g. do not sit in front of a notice board that has your name and address on it or your children's school etc.
- Remember that any personal information you talk about will be heard by all others on the call and will be recorded so be careful about what you share. This includes any special category data such as ethnicity, health data or religion. If you cannot avoid sharing personal information including special category data then you will be consenting for this data to be processed and accessed by TRP Research.
- Recording the focus group with any audio/visual software or equipment by participants is prohibited as it breaches the privacy of members taking part in the session. If we find this has taken place it will result in immediate removal from TRP Surveys.
- Be polite and considerate of others in the group, people may come from different backgrounds and have different opinions and they need to be respected.
- We will not tolerate abusive behaviour or language towards other participants or TRP Research staff.

### Special categories of personal data

If you consent to take part in the focus group we will request your explicit consent to collect and process any special category data such as ethnicity, religion, health information that is apparent in the focus group session. We will not directly request any special category data for this project.

## Data storage and protection

We know how important it is to protect your data and keep the recording from the focus group safe.

- The focus group session recording will be stored in both Zoom and onto an encrypted TRP Research computer, before it is moved to be stored and processed on our secure servers in the UK. The recording will then be deleted from Zoom. We will keep the recording for the length of time specified in the “Information about Focus Groups” section, after which the recording will be deleted. The recording will never be shared with anyone outside TRP Research unless there is a legal requirement.
- The recording from the focus group will only be accessed by TRP Research employees who need access to it to carry out their job responsibilities, for example to transcribe the recording and to answer your questions.
- Your personal data for the focus group will be stored and processed while you are a member of TRP Surveys or for the length of time specified in the “Information about Focus Groups” section. If you choose to unsubscribe from TRP Surveys we will keep a record of your personal data, including the focus group recording unless you exercise the right for your personal data to be deleted (see “The right to erasure” under the section titled “Your Privacy Rights” in the TRP Surveys Privacy Notice).

## Sharing your personal data

The recording will be stored in Zoom for a short time before it is moved to be stored and processed on our secure servers. Otherwise, the recording from the focus group will never be shared with anyone outside of TRP Research unless there is a legal requirement.

## Data transfers outside the UK

The focus group recording will be stored in the UK only.

## Changing your mind about taking part in a focus group

If you have been selected to take part in a focus group but have changed your mind and no longer want to participate, you can contact us at [info@trpsurveys.com](mailto:info@trpsurveys.com) to withdraw from the focus group.

## Further Information

This Privacy Notice addendum was last updated on 02/01/2024.