

Money Guiders Phase 2 Evaluation: Privacy Notice

Introduction

The Money and Pension Service (MaPS) is an arm's-length body sponsored by the Department for Work and Pensions. Its mission is to ensure everyone in the UK can easily access the information they need to make the right financial decisions for them throughout their lives, making the most of their money and pensions. MaPS respects your privacy and is committed to protecting your personal data. Please read this Privacy Notice carefully- it describes why and how your data is collected and used for evaluation purposes and provides information about your rights. The privacy notice was last updated in February 2023 and supplements the wider [Money and Pensions Service privacy notice](#). For more information about this project and how your data will be used, please contact lizzie.jordan@maps.org.uk.

Roles in the evaluation and data

MaPS is delivering the Money Guiders programme and funding an evaluation of it. MaPS is the data controller with overall control over the purposes and means of processing personal data collected in respect of evaluating the programme.

[Ecorys](#) is a data processor, acting on MaPS's instructions, to process the data for the evaluation of this programme, which runs between November 2022 and March 2024. Ecorys is an independent research-based consultancy.

What the research is about

Money Guiders is a long-term change programme which aims to improve the status and quality of practitioner-led Money Guidance.¹ MaPS is embarking on Phase 2 of the Money Guiders programme, which will seek to 'strengthen and grow' the programme, following a pilot phase in 2021-2022. The evaluation will examine the ongoing implementation of the programme and the outcomes it leads to. You might be invited to take part in evaluation activities such as:

- ▶ A survey about your engagement with the Money Guiders programme
- ▶ Interviews or focus groups via Teams or in person
- ▶ Involvement in webinars or events

Taking part in the evaluation is completely voluntary. You do not have to take part if you prefer not to do so. However, the evaluation is very important, so that MaPS can understand the difference the programme is making and learn lessons to help further develop it in future.

How the information will be used

The information you share with the evaluation will be used to help MaPS gain a better understanding of the implementation and outcomes of the Money Guiders programme, and if any changes need to be made strengthen it in future. We will ask for your explicit consent to take part. If you consent, the information you provide will be processed for research purposes relating to the Money Guiders evaluation only. Ecorys will store all information relating to you confidentially and securely.

¹ meaning any impartial guidance on money management & financial wellbeing in the non-regulated space including having "money conversations" & signposting



The nature of the personal data we will be using

The categories of your personal data that will be used for this project are:

- Your personal contact data: names, email addresses and phone numbers
- Your interview/ survey responses, where these contain information that may be able to identify you as a respondent (e.g. by discussing your role or job title in a particular organisation). As described below, where such personal data exist, they will be removed from any survey or other datasets shared with MaPS prior to any data transfer.

Who we share your information with

A limited number of researchers at Ecorys will be able to access data about you from information you share. Any survey responses transferred to MaPS from Ecorys will be fully anonymised prior to transfer, so that survey responses cannot be associated with any identifiable individuals. Such transfers of survey data will use secure, encrypted systems for file transfer. Research data presented in reporting outputs, including that gathered through interviews, will be anonymised, other than in limited cases where research participants have provided express consent for the use of materials – e.g. drawings, images, written outputs – that they wish to be publicly linked to them as individuals.

Legal basis for processing personal data

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is public task. You can withdraw your consent to participate in the evaluation at any time by contacting Maire Williams, the evaluation project manager at Maire.Williams@ecorys.com or dpo@ecorys.com.

How long the data will be kept for

Destruction of all materials involving personal data, including contact details, written interview notes, electronically stored interview write ups, recordings, transcriptions, other written materials, and images, will be undertaken three months after publication of the final evaluation report. Anonymised survey data from closed survey questions will be transferred to MaPS prior to the end of the contractual period (March 2024).

Data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have up to one month to respond to you. Please contact Maire.Williams@ecorys.com or dpo@ecorys.com if you wish to make a request.



**Money &
Pensions
Service**

Complaints

If you have any concerns about our use of your personal information, you can make a complaint to Ecorys' Contracts and Compliance Manager dpo@ecorys.com or DPO, Money and Pensions Service, 120 Holborn, London EC1N 2TD dpo@maps.org.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>