
Insights surveys: data protection and management issues

This guide outlines data protection and management issues and clarifies data ownership and responsibilities.

Visit our advice and guidance section on the digital experience insights website (digitalinsights.jisc.ac.uk/our-service/advice-and-guidance) to view our full set of guides covering topics such as:

- » Planning to use Insights surveys
- » Using Insights surveys in Jisc online systems
- » Customising your Insights surveys
- » Engaging respondents in your Insights surveys
- » Analysing and understanding your Insights survey data
- » 360 degree Insights

Data collection: ownership, management and processing

Data will be collected from participants in the Insight surveys through the Jisc online surveys system, which is owned and managed by Jisc. This data will be jointly owned and managed by Jisc and participating institutions.

By providing information to our insights team you agree that you have asked us to process it as described in our standard privacy notice (jisc.ac.uk/website/privacy-notice). It will be used for the purpose of analysing responses overall to inform our research and development and for any technical support needed. It is not for marketing purposes. The information can also be used by your institution and this should be explained in an equivalent privacy notice produced by you to your staff and students (an example is given below). We will use anonymised aggregated data for analysis, public reports and presentations. We will keep any personal data for one year and anonymised data for a maximum of seven years.

Any potential staff or student identifier data will be taken out by the Jisc online surveys team before being passed over for analysis by the Jisc insights team.

All data supplied in this survey and during the associated sign-up processes will be held or computerised by Jisc in compliance with the current data protection legislation. Jisc may use the aggregated data from the Insight surveys in the following ways:

- » We may download aggregated data into other systems for analysis.
- » We will produce public reports and presentations based on aggregated data and its analysis. Individual participants and participating institutions will never be identified in these reports.
- » We may at times invite participating institutions to present and publish alongside us and to share their aggregated data at their discretion and in accordance with their own data protection and management policies.

Institutional details will be safeguarded and will not be divulged to any other individuals or third-party organisations for any other purpose whatsoever without written consent.

At no time will individual staff or students' responses ever be shared or made public, or any aggregated data shared that might allow individual staff or students to be identified.

Participating institutions are free to download their own participants' data, at which point it must be held and managed according to that institution's own data protection and management policies. Institutions should ensure their own data protection policies and practices are fit for purpose: guidance is available at jisc.ac.uk/guides/data-protection.

We recommend that in communicating with staff and students about taking part in the Insights surveys, you should frame and share a data protection statement similar to this one. You should also discuss this with your data protection officer.

Privacy notice

This survey is being carried out by [institution name] in conjunction with Jisc. We will ask you questions about your [for students: course and your experiences of digital learning] or [for staff: use of digital tools and the digital infrastructure in your teaching]. Your participation in this questionnaire is voluntary and you can stop at any point without your responses being included in the dataset. More information regarding data protection can be found here. [add link to institution's data protection policy]. The data is used to help improve staff and students digital experience. Jisc will use anonymised aggregated data for analysis, public reports and presentations.