**Childcare Offer for Wales Digital Service Engagement**

The Welsh Government would like to engage with childcare providers, parents and Local Authorities to gather their views in order to inform the development of a national digital delivery service for the Childcare Offer for Wales.

In order to undertake this engagement we would like to speak to stakeholders with particular needs and receive some personal data from them.

The Welsh Government has commissioned Kainos to develop a national digital delivery service for the Childcare Offer for Wales and they will be working closely with us on all engagement with stakeholders. The aim of this engagement is to understand the needs and challenges of particular users of the Childcare Offer and to ensure the digital service is designed inclusively. As part of this engagement, Welsh Government will be gathering information through interviews, workshops, discussions, and user testing of the digital product.

The Welsh Government is the data controller for the research and will delete names and contact details before sharing it with Kainos.

The information collected during the project may be included in a report published on the Welsh Government website and possibly in other publications by Kainos and Welsh Government*.*

Your Participation in this engagement is completely voluntary. However, your views and experiences are important in order to help inform a digital service that will work for all users.

Contacts for the engagement are:

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| Sarita Marshall (Welsh Government)  Email address: [sarita.marshall4@gov.wales](mailto:sarita.marshall4@gov.wales)  Telephone number: 03000 256583 | Nikos Karaoulanis (Kainos)  E-mail address: N.Karaoulanis@kainos.com  Telephone number: 07717 498 648 |

**PRIVACY NOTICE**

**What personal data do we hold and where do we get this information?**

Personal data is defined under the General Data Protection Regulation (GDPR) as ‘any information relating to an identifiable person who can be directly or indirectly identified by reference to an identifier’.

Participants will be invited by Welsh Government and key Welsh Government stakeholders (Local Authorities, childcare umbrella bodies and other members of the Digital Stakeholder Forum) to contact the Welsh Government Digital Childcare mailbox if they wish to take part.

Participants’ names and contact details will be shared within the Welsh Government project team only, and only for the purposes of arranging meetings.

As part of this research Welsh Government will be collecting the following personal and special category information:

* Name
* contact details
* which category of stakeholder you fall into (parent/carer, childcare provider, or Local Authority/Welsh Government administrator)

Your participation is voluntary and if you do not wish to take part, then there is no need to reply to the invitation email. If you have previously agreed to take part but no longer wish to do so, please let the Welsh Government contact know and your details will be removed. Welsh Government will only use email addresses and telephone numbers for the purposes of this engagement.

If you choose to provide further personal data as part of the research we will try not to identify you from, or link your identity to, the responses you provide. If you raise a query or complaint and provide personal data requesting a response, the researcher will forward the request only to the relevant official and subsequently delete it from the research data.

Discussions will be held using Microsoft Teams and the invitations will be sent such that your email address will not be visible to Kainos. Kainos will be taking part in the discussions to ask the questions but only Welsh Government will make recordings or take notes.

We wish to record interviews and may also record other engagement sessions. We will make this clear to you before the interview or engagement session begins, and you will have the opportunity to tell us if you are not happy for the discussion to be recorded. Group engagement sessions will only be recorded if all members of the group are happy for this to happen. Recordings are only held by Welsh Government and will be deleted as soon as the digital service project is completed.

Personal data will not be included in written notes prepared by Welsh Government following the engagement sessions or interviews.

Kainos will be provided with the information collected without any names or contact details.

Welsh Government may contact you at a later point to ask you to take part in the inclusive design stage of the project. The aim of the inclusive design will be to understand in more details the needs of users of the Childcare Offer, with a particular focus on access and diversity. We will provide you with a further privacy notice to explain any additional information we require and how we will use your information. Taking part in the inclusive design stage will be completely voluntary.

**What is the lawful basis for using your data?**

The lawful basis for processing information in this data collection exercise is our public task; that is, exercising our official authority to undertake the core role and functions of the Welsh Government.

Participation is completely voluntary. Research and engagement such as this are important for the Welsh Government to collect information and actionable evidence about its ability to deliver government priorities. The information collected in this research, for example, will be used to inform and influence the development of a digital service to ensure it is user-friendly and accessible to a diverse range of stakeholders. This will ensure parents, childcare providers and Local Authority administrators are able to easily engage with the Childcare Offer for Wales.

**How secure is your personal data?**

Welsh Government will keep your personal data on a secure server in an area restricted to the project team.

Information provided to Kainos is always stored on a secure server. The data can only be accessed by a limited number of people working on this project. Kainos will only use this data for research purposes. Kainos has cyber essentials certification.

Kainos has procedures to deal with any suspected data security breaches. If a suspected breach occurs, Kainoswill report this to the Welsh Government who will notify you and any applicable regulator where we are legally required to do so.

All data gathered through this engagement will be reported in an anonymised format. It will not contain your contact details and any identifiable information in open-ended answers will be removed. Kainos may use the information gathered to produce a report that may be published on the Welsh Government website. This report would not include any information that could be used to identify individual participants.

**How long do we keep your personal data?**

Welsh Government will hold personal data during the project, and any personal data not already removed will be deleted by Welsh Government three months after the end of the project. Any data shared between Kainos and the Welsh Government will be anonymised and will not include information that could identify you. Kainos will delete all data three months after the end of the contract. Welsh Government will retain the anonymised information as part of the audit trail for the development of the digital system and following our records retention policy.

**Individual rights**

Under GDPR, you have the following rights in relation to the personal information you provide as part of this [project], you have the right:

* To access a copy of your own data;
* For us to rectify inaccuracies in that data;
* To object to or restrict processing (in certain circumstances);
* For your data to be ‘erased’ (in certain circumstances); and
* To lodge a complaint with the Information Commissioner’s Office (ICO) who is our independent regulator for data protection.

The contact details for the Information Commissioner’s Office are: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Phone: 01625 545 745 or 0303 123 1113. Website:[www.ico.gov.uk](http://www.ico.gov.uk)

**Further Information**

If you have any further questions about how the data provided as part of this study will be used by the Welsh Government or wish to exercise your rights using the General Data Protection Regulation, please contact:

Name: Sarita Marshall

E-mail address: sarita.marshall4@gov.wales

Telephone number: 03000 256583

The Welsh Government’s Data Protection Officer can be contacted at:

Welsh Government, Cathays Park, Cardiff, CF10 3NQ, Email: [DataProtectionOfficer@gov.wales](mailto:DataProtectionOfficer@gov.wales).