



## **STREAM Privacy Notice**

This Privacy Notice explains how the University of Southampton collects, stores and uses your personal data (information about you).

### **What personal data are you using?**

Your personal data includes:

- Information about yourself: name, phone number, email address;
- Sound recordings and written transcripts (the words you say written down) if you take part in a telephone or face-to-face interview with someone from the STREAM research team;
- Your answers to questionnaires.

### **Why are you using my data?**

To help to carry out the STREAM research study.

The STREAM study is testing a way of screening and treating people aged 75 and over for risk of malnutrition in primary care. This includes using an online support tool, the Malnutrition Universal Screening Tool (MUST), a care pathway and a series of patient booklets to help health care professionals to screen and treat people who are at risk of malnutrition. The study's Research Ethics Committee (REC) reference number is 263245 and its University of Southampton Ethics and Research Governance Online (ERGO) number is 48893.



## **How will you use my data?**

The University of Southampton research team will use the personal information you provide when you register to the study such as your name and email address to carry out the research study. We may use your phone number to contact you to arrange an interview.

If you do telephone or face-to-face interviews with someone from the STREAM research team to talk about how it was for you to use the STREAM website, the sound recording of your interview and the written transcript (the words you say written down) will also be used to carry out the research study. The sound recording may be sent to a transcription service based outside of the University of Southampton in order to have the words written down. Your name and contact details will not be shared with this service. The service will keep your sound recording and written transcript private and will delete them after returning them to the STREAM research team.

Once you have completed questionnaires, your personal details will be kept separately from your answers, and all data will be kept securely at the University of Southampton, Oxford or Warwick.

The only people at the University of Southampton who will have access to your personal data will be people from the STREAM research team who need to contact you to complete the steps of the research study, to check that the research study is managed properly, and to analyse the results of the research study. To safeguard your rights, only the minimum information about you necessary for these purposes will be used. Responsible members of the University of Southampton may be given access to data about you for monitoring purposes and/or to carry out an audit of the study to ensure that the research is complying with applicable regulations.

As partners for this research study, researchers from the STREAM research teams at the Universities of Oxford and Warwick, as well as regulatory organisations, may also look at your personal data to carry out the research



study or to check that the research study has been conducted correctly. To safeguard your rights, only the minimum information about you necessary for these purposes will be used.

Information about you may be used for research or teaching purposes or in publications once personal details that could identify you (like names, and contact details) are removed. Once the research study is finished, the data will be available to other research teams, without any details that could identify you. This is to make sure that the research study results are used in a way that will have the most benefit to other people while ensuring your rights are safeguarded.

You can find out more about how your personal data is used by contacting the STREAM research team at the University of Southampton by emailing [stream@soton.ac.uk](mailto:stream@soton.ac.uk), or by contacting the University of Southampton Data Protection Officer by emailing [data.protection@soton.ac.uk](mailto:data.protection@soton.ac.uk).

### **Who is responsible for my data?**

The University of Southampton is responsible for your data (the official name for this role is 'data controller'). This means that the University of Southampton is responsible for looking after your personal data and using it properly. You can contact the University of Southampton about the data it keeps about you by emailing the STREAM research team on [stream@soton.ac.uk](mailto:stream@soton.ac.uk)

### **Is my data kept private and secure?**

The University of Southampton has a legal duty to keep information about you confidential. There are strict codes of conduct in place to keep your information safe. The University of Southampton abides by the Data



Protection Act 2018, the EU General Data Protection Regulation (GDPR), and the University Data Protection Policy. You can read the University of Southampton's Data Protection Policy here:

[www.calendar.soton.ac.uk/sectionIV/data-protection.html](http://www.calendar.soton.ac.uk/sectionIV/data-protection.html). The University's privacy notice for research participants provides more information on how the University of Southampton collects and uses your personal data when you take part in one of our research projects and can be found by clicking [here](#).

The University of Southampton will keep your personal data for a minimum of 10 years after the research study has finished.

### **What are my rights?**

You have the right to contact the University of Southampton to ask for the following: to be informed about the data held about you, to access the data held about you, to have the data held about you edited or updated where it is inaccurate or incomplete, to request that data held about you be erased, to request that the use of your data be restricted, and to object to the use of your data.

Your rights relating to erasure of your data and to objecting to the use of your data are, however, limited under the EU General Data Protection Regulation (GDPR). This is because your data is used for scientific research purposes and needs to be managed in specific ways in order for the research study's results to be concluded in a reliable and accurate fashion.

Please contact the STREAM research team by emailing [stream@soton.ac.uk](mailto:stream@soton.ac.uk) if you would like to make a rights request.



## **What is the lawful basis for collecting, storing, and using my data?**

Data protection law requires us to have a valid legal reason ('lawful basis') to process and use your Personal data. The lawful basis for processing personal information in this research study is for the performance of a task carried out in the public interest. Personal data collected for research will not be used for any other purpose.

## **Are you using special category data about me?**

No. Special category data includes data regarding a person's health, and we will not collect such data about you.

## **How can I raise a complaint?**

If you would like to raise a complaint on how your personal data is being handled, you can contact the University of Southampton's Data Protection Officer who will investigate the matter.

The Data Protection Officer

Legal Services

University of Southampton, Highfield

Southampton, SO17 1BJ.

E-mail: [data.protection@soton.ac.uk](mailto:data.protection@soton.ac.uk)

You may also contact the University's Research Integrity and Governance Team on [rgoinfo@soton.ac.uk](mailto:rgoinfo@soton.ac.uk). If you are not satisfied with the response, or if you believe that your personal data is handled in a way that is not lawful, you can complain to the Information Commissioner's Office (ICO). See their website at [ico.org.uk](http://ico.org.uk).