

Data Protection Statement

TSB Gresham Street Survey

Version History
V 1 23/03/2023

1. Introduction

- 1.1. iPWC Ltd (iPWC) are committed to protecting your privacy and confidentiality.
- 1.2. We will take all reasonable steps to ensure that we fully protect your rights and comply with our obligations under the Data Protection Act 2018, the Privacy and Electronic Communications (EC Directive) Regulations 2003, as amended in 2004, 2011, 2015, 2016, 2018, 2019 and 2020, and the General Data Protection Regulation (GDPR) 2018.
- 1.3. This statement refers specifically to the TSB Survey. The survey is being issued to all TSB employees based in Gresham Street to capture information regarding their ways of working which will inform the future workplace strategy.
- 1.4. Staff are not obliged to complete this survey and can opt out at any time by contacting us at info@ipwc.co.uk or clicking the opt out link on the survey welcome page.

2. What do we collect?

- 2.1. In order to distribute the survey, TSB have provided us with email addresses, first name and surname of all in-scope employees. This information is only used for the purposes of distributing the survey and will be deleted from all of our systems and survey platform upon the survey closing. The survey results will be anonymised, removing any connection to the identifiable data referred to above.
- 2.2. The survey collects your views on the current and future ways of working in order to inform the future workplace strategy. This includes information regarding your work activities, locations, collaboration, preference for work settings, travel along with other information about how the current workplace (in Barnwood or remote setting) supports you.
- 2.3. We do not request any special category data (e.g., physical or mental health conditions, ethnicity, religion etc) either in advance of the survey or during the survey from respondents (this is clearly stated within the introduction to the survey) for the purpose of this questionnaire. Any data provided will not form the basis of the results, which is based on information regarding which department you are in, seniority, age range and length of service.

3. How do we collect your information?

- 3.1. Some of the information is provided directly to us from the TSB, other information is captured within a secure survey platform hosted by Qualtrics. The survey is issued via a unique link to each employee.
- 3.2. The Qualtrics platform can only be accessed by the appropriate staff within iPWC who have been approved. Due to the security on the platform no other persons, whether within iPWC or from Qualtrics will have access to any of your data.

4. Data Anonymisation

- 4.1. Upon completion of the survey, the data will be anonymised, removing any connection to the identifiable data (email addresses, first name and surname).

5. How we store the data

- 5.1. All data is stored within the Qualtrics survey platform and within our own internal secure cloud-based systems.
- 5.2. Access to this information is limited to the staff within iPWC who are working on the project only. This access is via a two-factor authentication.
- 5.3. All data will be:
 - 5.3.1. Accurate and kept up to date
 - 5.3.2. Collected fairly and for lawful purposes only
 - 5.3.3. Processed by the company within its legal and moral boundaries
 - 5.3.4. Protected against any unauthorised or illegal access by internal or external parties
- 5.4. Our data will not be:
 - 5.4.1. Communicated informally
 - 5.4.2. Stored for more than a specified amount of time
 - 5.4.3. Distributed to any party other than the ones agreed upon by the TSB (Data Controller) (exempting legitimate requests from law enforcement authorities)

6. Data Retention

- 6.1. We will keep your personal information only where it is necessary to provide you with our services as a customer, where required to meet our legal or regulatory obligations, and/or for as long as we have your permission to keep it.
- 6.2. Notwithstanding clause 6.1, all identifiable information (email addresses, first name and surname) provided for the purposes of distributing the survey will be deleted once the survey closes within a 24 hour period.

7. How do we share your data?

- 7.1. The data we collect will be shared only with the TSB project team in support of developing your future workplace strategy.
- 7.2. We do not share your data with any other company.
- 7.3. In certain circumstances, we may be legally required to share certain data held by us, where we are involved in legal proceedings, where we are complying with the requirements of legislation, a court order, or a governmental authority. We do not require any further consent from you in order to share your data in such circumstances and will comply as required with any legally binding request that is made of us.

8. Security

- 8.1. Data security is of great importance to us, and to protect your data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the data we collect.

9. Where is your information processed?

- 9.1. Information we collect from you is processed in the UK and European Economic Area (EEA).

10. How to make a complaint

- 10.1. We will always strive to collect, use and safeguard your personal information in line with data protection laws and our Privacy Policy.
- 10.2. If you are still unhappy, you can complain to our Supervisory Authority. You can find their contact details on the ICO website.

11. How to contact us

- 11.1. If you have any other questions about your personal information, please contact us.

iPWC Ltd

T: 020 3026 0778

E: info@ipwc.co.uk

W: www.ipwc.co.uk

Address: 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ

iPWC Ltd

Companies House Registration No. 995052

Registered Address: 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ