



# Wavehill Data Protection Policy, Consent Forms, Data Security and IT Policy

Last updated: by Louise Petrie in September 2017

## **Introduction**

Wavehill Ltd is committed to meeting its obligations under the Data Protection Act of 1998. Wavehill will strive to observe the law in all collection and processing of subject data and will meet any subject access request in compliance with the law. Wavehill will only use data in ways relevant to carrying out its legitimate purposes and functions in a way that is not prejudicial to the interests of individuals. Wavehill will take due care in the collection and storage of any sensitive data, employees and, where appropriate, representatives, will do their utmost to keep all data accurate, timely and secure.

Wavehill Ltd depends on Information and Communications Technology (ICT) systems to carry out our business on a day-to-day basis. Security of these systems and the data they hold, and of the hardware and networks on which they operate is necessary both to honour our obligations to providers of data as registered under the Data Protection Act, and to protect our systems and data from accidental or deliberate damage, loss or corruption.

This policy statement is intended to effect implementation of the overall information security policy in respect of data held in ICT systems. All staff has a responsibility to comply with Wavehill's policy on confidentiality of data and to comply with this statement of policy on data security.

## **Principles**

### **Ownership and Confidentiality**

Wavehill recognise that data is owned by our clients (except where specified otherwise under terms and conditions of services mainly in the area of research). Each significant category of data is the responsibility of the Research Team Manager who is accountable for the security of that data and determines the standards of confidentiality that are to apply.

Responsibility for data security is exercised through the line management structure of each individual contract.

All personal data is maintained for the purpose defined within the notification under the Data Protection Act. The Research Team Manager is responsible for maintaining the data protection notification, dealing with subject access requests, maintaining awareness of Data Protection legislation and guidelines and offering advice on compliance with the Act.

### **Data Access, Retention and Disposal**

Access to each data store is limited to those needing such access to do their job. Each member of staff with such access is personally responsible for maintaining the confidentiality of the data to which he/she has access. Research Team Manager determines who should have access to data and the retention requirements.

Once a contract has been completed data is generally kept for a period of six months to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep data for longer than six months we will give full consideration to the Data Protection and Human Rights of the individuals before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.

Any interview data that is kept, will be anonymised.

Once the retention period has elapsed, we will securely delete all electronic and hard copies of the information.

### **Data Transportation**

The seventh principle of the Data Protection Act 1998 states that "Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data." This includes the transportation of records both inside and outside of an organisation.

This procedure has been produced to provide guidance to Wavehill employees to ensure they do not breach the requirements of the Data Protection Act 1998.

Information can be vulnerable to unauthorised access, misuse or corruption during physical transport, for instance when sending media via the postal service or via courier. The following controls should be applied to safeguard media being transported between sites:

- Where possible data will be transported either by memory stick or CD Rom. The information must be encrypted and the encryption code sent to the respondent by an alternative method. **The data and encryption code must never be transported together.**
- Reliable transport or couriers should be used at all times. A list of authorised couriers has been agreed by the Office Manager and a procedure to check the identification of couriers implemented.
- Packaging must be sufficient to protect the contents from any physical damage likely to arise during transit.
- Any information transferred to an encrypted memory stick, to be taken off site, must be a copy of the original information which must remain on the shared/personal drive of the file server. This will ensure there is always a copy of the original document available when needed.

### **Guidance**

This guidance applies to all data whatever media they may be held (e.g. paper, electronically, email or other methods), which can identify any individual by name, number or a combination of information/data items.

Data must only be taken off site if absolutely necessary. This should normally only occur with the agreement of the client and or data subject.

Data must always be transported in a secure way e.g. in a sealed container, briefcase, kept in the boot of the car and not visible to the general public.

Data should be returned to the office when no longer needed off-site and in addition, paper records should be logged to reflect that they have been returned and this should be signed and dated by the person returning the records.

### **Taking Records Off-Site**

Data should never leave the building however it is recognised that sometimes this has to occur. In the event that there is no choice but to take data off-site, the details outlined in the general guidance above must be adhered to.

### **Using the Postal System**

When sending data through the postal system a recognised secure supplier/contractor should always be used. Individual Directorates must decide if the normal postal system provided by the Royal Mail is robust enough for sending of information. For letters and some records this method is sufficient and has a proven record, but this means that the sender must ensure they follow good practice guidance when sending in this way. The following standards should be implemented:

- Before any information is sent confirm the details of the potential recipient e.g. their name, address and postcode and in some cases also the department and job title of the person to whom the records are to be sent.
- Transport the information in a robust secure package, e.g. this could be an envelope for letters, a jiffy bag for larger records or a secure box for larger packages.
- Mark the envelope/package with the details of the person to whom the letter/package is being sent.
- For sensitive records/letters also mark with the following 'Private and Confidential to be opened by addressee only'.

If the information is very sensitive or has to arrive at the destination within a very short timescale the use of an approved courier service may be required.

### **Physical Security**

Data whether in electronic or physical form is subject to physical security control appropriate to its nature. Physical access is determined on the same basis as data access unless there are over-riding security reasons for doing otherwise.

## **Electronic Storage Systems and Safe Handling**

Security of data within Wavehill Ltd is the responsibility of Wavehill IT Solutions ([www.wavehill.co.uk](http://www.wavehill.co.uk)).

Wavehill IT Solutions is responsible for the data protection strategy including Disaster Recovery (DR) and Business Continuity (BC) planning, and provides the ability to restore, recover, and access data that is lost because of human or machine errors, or natural disasters.

All data relevant to our work is stored on an independent on-site server which is backed-up at regular times during the day. At the end of each day all systems undergo a final back-up process when all data is backed up to a secure encryption environment for disaster recover undertaken by Wavehill IT Solutions.

Finally, to ensure absolute security and protection Wavehill IT solutions utilise a system called Depositit. All data transferred to and from Depositit is encrypted to levels endorsed by the US government and extensively used by the banking and telecommunications industries. The encryption keys are based on specific user passwords and are additionally stored in an encrypted format. All data is maintained in an encrypted state whilst at Depositit.

All personal information is maintained in strictest confidence and access to information is restricted within Depositit.

### **Sending and receiving data via email**

When we need to send sensitive data we can do this in two ways. An Excel / Word file with a password, or a much better stronger encrypted method using EGRESS SWITCH.

Any data that holds personal information needs to be protected. If you can identify an individual person through the data held and being transferred, then there is a Data Protection risk.

STEP 1 - So the very first thought is – do I need to send data with personal identification details in it? If not then remove any personal details and just send the anonymised data. This is fine, although we would still recommend the normal project code password.

STEP 2 - Does the client have a preferred method of data transfer?

- Ask them first and then follow their guidelines if required.
- Note by email that you will follow their guidance.

STEP 3 - If they don't then send them the text below:

At Wavehill we take data security seriously. We are certificated by the Market Research Society as a Fair Data organisation meaning *We will protect personal data and keep it secure and confidential.*

You have received this email because either we are about to transfer data to you, or you are about to transfer data to us.

We have two methods.

1. The first is to add a password to the Word or Excel file. Email you the file, and then telephone you the password. Or you do the same to us. We will NOT send the password with the data file by the same method.
2. The second is to use Egress Switch - Egress Switch provides a broad security platform which allows you to securely share confidential information by email and file transfer, large file transfer, secure online collaboration and via secure web forms. It provides "follow the data" control so that you have the reassurance that the sensitive information you share is only accessed by the intended recipient. What is more, using our integrated desktop and mobile applications, Switch is easy to use and streamlines end user workflow.

## **Cyber Essentials**

Wavehill has achieved Cyber Essentials accreditation which provides our clients with the knowledge that we take cyber security seriously, and reassure them that we have levels of protection in place against cyber-attack and demonstrates to our customers that we take cyber security seriously.

The Cyber Essentials scheme defines a set of controls which will provide organisations with basic protection from the most prevalent forms of threat coming from the internet and is reviewed annually.

## **MRS – Fair Data Company**

Wavehill are a Fair Data company and agrees to adhere to ten core principles. The principles support and complement other standards such as ISOs, and the requirements of Data Protection legislation.

1. We will ensure that all personal data is collected with customers' consent.
2. We will not use personal data for any purpose other than that for which consent was given, respecting customers' wishes about the use of their data.
3. We will make sure that customers have access to their personal data that we hold, and that we tell them how we use it.
4. We will protect personal data and keep it secure and confidential.
5. We will ensure staff understand that personal data is just that – personal – and ensure that it is treated with respect.
6. We will ensure that the vulnerable and under-age are properly protected by the processes we use for data collection.
7. We will manage our data supply chain to the same ethical standards we expect from other suppliers.
8. We will ensure that ethical best practice in personal data is integral to our procurement process.

9. We will ensure that all staff who have access to personal data are properly trained in its use.
10. We will not use personal data if there is uncertainty as to whether the Fair Data Principles have been applied.

Members and Company Partners are regulated under the MRS Code of Conduct. This Code covers the collection and use of personal data and emphasises the need to protect all respondents from harm - particularly the young and vulnerable. The ten core principles of Fair Data work in tandem with the MRS code of conduct.

## **Responsibilities**

All staff have a personal responsibility to safeguard the integrity and confidentiality of Wavehill's systems, data and physical facilities.

The Research Team Manager is responsible for the application of the data security policy for matters under their control. They must ensure that all staff are aware and comply with the policy. Breaches in security could lead to disciplinary action and will be reported to the company Directors.

Users of systems are responsible for ensuring that data and information to which they have authorised access is used only for the purpose provided and that the confidentiality and integrity of the data is maintained.

## **Electronic Communication Systems**

Responsibility for the security of Wavehill's network (including software, hardware and general services) rests with Wavehill IT Solutions. This responsibility is limited to the security of data in transit and ends when the data is delivered to its destination.

## **Individuals' rights**

**If in individual ask for any inaccuracies to be corrected**, this will be done on the database by the Research Team Manager as and when informed. I.e. name change, wrong information.

**If someone asks that we do not contact them again**, a note of this is made on the database by the Research Team Member and Wavehill will NOT contact this person again as part of the existing research.

**If they request to be removed from our database, the following procedure must be followed.** The researcher must inform the Research Team Manager. The Research Manager will then need to access the contact database (google docs) and delete the name out of the relevant column and any other contact details and replace with the text **(information removed as requested by individual)**

**If they request to be removed from the database source, then you need to establish where the data source originated from, should be included in the instruction form;**

- Dunn & Bradstreet – the client would need to contact them directly and ask to be removed. Ask them to contact; [UKCS@DNB.com](mailto:UKCS@DNB.com) or phone 0845 145 1 700.
- Experian – ask them to contact 0870 012 1111
- If the contacts have come direct from the client then please give them the client name and contact details.

## **Legal Basis for processing personal data / Lawfulness of processing**

Wavehill's legal basis for processing personal data is based on the following principles;

- The data subject has given consent to the processing of his or her data for one or more specific purposes;
- Processing is necessary

Wavehill relies on an individuals' consent to process their data so when contact a client is given specific and clear guidelines as to what happens to their data, it is a clear-opt in process which is properly documented;

**Survey interviews conducted over the telephone and/or online** all have a clear opt-in tick box to say they have read and understand the reason for taking part in the survey and what will happen with the data they provide.

Other telephone discussions held over the phone are pre-booked and therefore consent is given at the time of booking an interview. The interview information is then emailed to the



client confirming the interview date and time and a discussion guide is attached which outlines the reason for taking part in the survey and what will happen to their data.

Consent for all types of interviews can be withdrawn at any time.

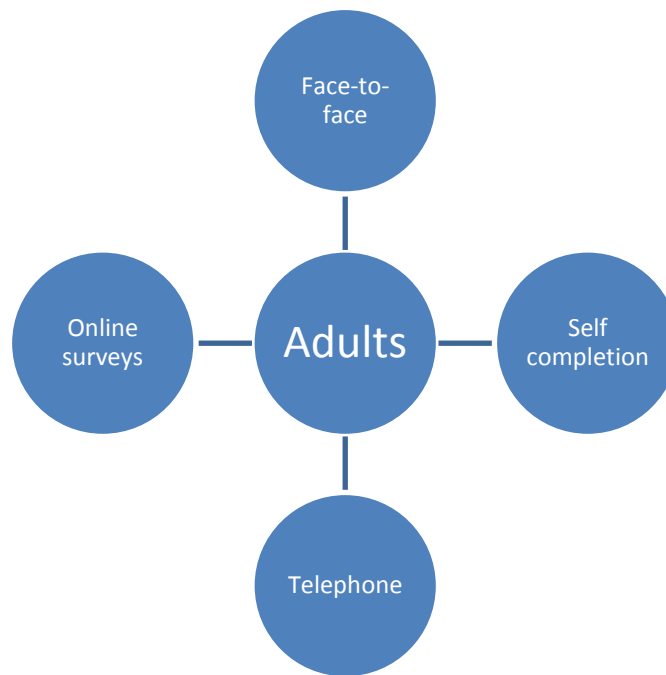
### **Subject Access Requests**

Any product produced by Wavehill i.e. Datasets, Reports, Presentations are the property of the client who commissioned the work. Therefore, once the 'product' is published, any access requests would be referred to the relevant client.

If a client or individual requests a list of names of individuals / organisations who have contributed to the survey this would be granted for anyone who gave their consent at time of interview. Every survey, telephone and online, includes the following question;

*"If requested, would you be happy for your name / business name to be included in a list of contributors to the research? No comments will be attributed to you [or your business] it would just list your name / business name as someone that contributed to the study."*

### **Interviewing Adults** *(source MRS Website)*



### **Face-to-face**

When interviewing face-to-face (e.g. street interviews / focus groups) the consent given by the person you are interviewing will be '**verbal consent**' you are inviting them to take part and giving them the opportunity to say no there and then. You should also provide them with an information sheet (see example below). If they do agree to take part, you must make it clear that they do not have to answer all questions being asked (e.g. if they feel they are inappropriate / not relevant / don't know how to answer) they can just answer the questions they feel are relevant to them and that they can also end the interview at any time they wish to do so. They should also be made aware that everything they say will be kept confidential.

### **Telephone**

When interviewing over the telephone, the consent given by the person you are interviewing will be '**verbal consent**' you are inviting them to take part and giving them the opportunity to say no there and then. If they do agree to take part, you must make it clear that they do not have to answer all questions being asked (e.g. if they feel they are inappropriate / not relevant / don't know how to answer) they can just answer the questions they feel are relevant to them and that they can also end the interview at any time they wish to do so. They should also be made aware that everything they say will be kept confidential. You must also tick the Opt in box to confirm that consent was obtained.

## **Self-completion**

When posting out self-completion questionnaires, the consent given by the person will be **'the completion of the survey itself'** you are inviting them to take part and giving them the opportunity to fill it in and post it back if they wish to do so. When sending postal surveys, you should include an 'information sheet' (see example below) which gives them basic information e.g. why you are contacting them, What is the purpose of the study? Why they been invited to participate? Who is the research is being undertaking for etc. You must make it clear that they do not have to answer all questions being asked (e.g. if they feel they are inappropriate / not relevant / don't know how to answer), they can just answer the questions they feel are relevant to them. They should also be made aware that everything they say will be kept confidential.

## **Online Survey**

When emailing out an online questionnaire, the consent given by the person will be **'the completion of the survey itself'** you are inviting them to take part and giving them the opportunity to fill it in if they wish to do so. When emailing online surveys, you should include an 'information sheet' (see example below) which gives them basic information e.g. why you are contacting them, what is the purpose of the study? Why they been invited to participate? Who is the research is being undertaking for etc. You must make it clear that they do not have to answer all questions being asked (e.g. if they feel they are inappropriate / not relevant / don't know how to answer), they can just answer the questions they feel are relevant to them. They should also be made aware that everything they say will be kept confidential. You must also include a opt in box to confirm that consent was obtained.

## **Interviewing vulnerable Adults**

In some cases, you may have to interview vulnerable adults. If you / they / or their guardian (if they have one) feel they are unable to answer the questions for any reason at all (e.g. learning difficulties / mental health issues / depression etc) you may ask to speak with a carer / guardian / appropriate adult to undertake the interview on their behalf. This is known as a 'proxy' interview.

## **Participant information sheet Example**

Potential participants must be given sufficient information to allow them to decide whether or not they want to take part in a research study.

Where research involves face to face interviews, focus groups, direct observation or similar methods of data collection, participants should be given an information sheet (or leaflet). Details of what should be included in each are given below. An information sheet should be written in simple, non-technical terms and be easily understood by a lay person. While it is always important to ensure that adequate information is given, the way in which the information is presented will need to be adapted to the individual circumstances of the study, for example a younger age group.

### **Participant information sheet example**

The information sheet, covering letter or leaflet should be printed on headed paper (where appropriate) with full contact details and should normally contain the following information:

**Study title** - The title should be simple and self-explanatory to a lay person.

**Invitation paragraph** - This should explain that the individual is being asked to take part in a research study. The following is an example of how this may be phrased:

'You are being invited to take part in a research study. Before you decide whether or not to take part, it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information carefully'.

**What is the purpose of the study?** - The background and the aim of the study should be given here. You should say how long the study will run and outline the overall design of the study.

**Why have I been invited to participate?** - You should explain how the individual was chosen to take part in the study and how many other people will be asked to participate.

**Do I have to take part?** - You should explain that taking part in the research is entirely voluntary. For example, you could say: -

'It is up to you to decide whether or not to take part. If you do decide to take part you will be given this information sheet to keep. If you decide to take part you are still free to withdraw at any time and without giving a reason.'

**What will happen to me if I take part?** - You should explain your methods of data collection, including what the individual will be asked to do and how much time will be involved.

**What are the possible disadvantages and risks of taking part? (where appropriate)** - You should describe any disadvantages or 'costs' involved in taking part in the study, including the time involved.

**What are the possible benefits of taking part?** - You should outline any direct benefits for the individual and any other beneficial outcomes of the study, including furthering our understanding of the topic.

**Will what I say in this study be kept confidential?** - You should explain that all information collected about the individual will be kept strictly confidential and describe how confidentiality, privacy and anonymity will be ensured in the collection, storage and publication of research material.

**What should I do if I want to take part?** - Explain exactly how the participant should 'opt in' for the study.

**What will happen to the results of the research study?** - You should tell the individual what will happen to the results of the research. Will they be published? How can they obtain a copy of the published research?

**Who is organising and funding the research?** - You should explain that you are conducting the research as a member of staff for Wavehill. You should also state the organisation that is funding the research.

**Contact for Further Information** - You should give the individual your contact details for further information. This can be your name or that of your supervisor.

**Thank you** - Remember to thank the individual for taking time to read the information sheet.

**Date** - The information sheet should be dated.

## **Communicating privacy information collected**

This should be read out before any interviews are undertaken to inform the individual of the work we are undertaking and to inform them that the call is being recorded (if telephone interview).

We are contacting you from a company called Wavehill and we are undertaking research / evaluation on behalf of xxxx.

Any comments that you make will be confidential and the information you provide will only be used for the purposes of this evaluation. Comments that you make will not be attributed to you unless we have your explicit permission to do that. It is also important to note that the team undertaking the evaluation *do not* work for the xxxx or any of the organisations that are involved in the delivery or funding of this project. This is an *independent* evaluation.

**Once they have agreed to take part....** Please make sure the following is read out.

*Thank you for agreeing to participate in our - survey / research / evaluation - before I continue with the interview I need to advise you that this call will be recorded for training and quality assurance purposes.*

*Please be assured that all information recorded will be treated under the strict guidelines set out in the General Data Protection Regulation [GDPR]. All recorded calls are kept for no longer than 18 months.*

**What will happen to the data someone gives us?** You should tell the individual what will happen to their data, how it will be recorded, analyzed and what happens to the results of the research. Will they be published? How can they obtain a copy of the published research?

*Are you happy to continue?*

## Adult Consent Form Example



Wavehill Ltd  
21 Alban Square  
Aberaeron  
SA46 0DB  
Tel No: 01545 571 711  
[Wavehill@wavehill.com](mailto:Wavehill@wavehill.com)  
[www.wavehill.com](http://www.wavehill.com)

### **Adult Consent form**

A company called Wavehill ([www.wavehill.com](http://www.wavehill.com)) have been appointed to undertake an independent evaluation of the project in which you are taking part. The purpose of this evaluation is to review the effectiveness of the project and to measure what impact it has had. As somebody who has been involved in the project, we would value your input into the evaluation.

**By signing below, you agree that you are happy for your contact details to be passed to Wavehill and for them to contact you as part of the evaluation.**

If you are asked to take part it will probably either be as part of a survey (postal, email or telephone) or by taking part in a focus group.

Remember that you can always refuse to take part in the evaluation at a later time. You will not be forced to take part if you sign this form. Anything that you say as part of the evaluation will also be completely confidential.

Your information is also protected by the Data Protection Act (1998) and will not be passed to any organisation other than Wavehill or used for any purposes other than this evaluation. If you have any questions or queries, please feel free to contact Wavehill: [wavehill@wavehill.com](mailto:wavehill@wavehill.com) or 01545 571711.

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Name of Participant

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Date

---

Signature

## **Interviewing Children and Young People**

The MRS Code of Conduct defines a child as a person under the age of 16. Where the term young people is used in these guidelines it refers to those aged 16 and 17 years. Where the term adult is used, it refers to someone aged 18 or over.

### **Informed consent:**

Informed consent is a process by which a participant voluntarily confirms his or her willingness to take part in a particular project, after having been informed of all aspects of the project that are relevant to their decision to participate.

### **Permission:**

This is the permission given by the responsible adult to the interviewer which allows the interviewer to invite the child/young person to participate in a project. It is not permission to interview the child/young person, as the child/young person must have their own opportunity to choose to take part in the research.

Clearly there may be circumstances in which it's necessary for an interviewer to approach a child or young person in order to establish age before going through the appropriate consent procedure. These approaches should only be made where an interviewer has good reason to believe that the child or young person is old enough to be interviewed without consent, i.e. aged 16 or over. In all cases, the appropriate consent procedure must be followed before the child or young person can be taken through the interview itself.

### **Responsible adult:**

This is an adult who has personal accountability for the well-being of a child at the time of the research. In a protected environment, like a school, the responsible adult will be the person in authority or overseeing the location who has responsibility for the protection of the child/young person. In any other environment - like the street or in home - a responsible adult will be a parent, guardian or other person on whom a parent or guardian has conferred responsibility for the child/young person (e.g. a relative, child-minder, au pair or neighbour). It is not an individual who has a limited or specific responsibility such as a lifeguard, instructor or employer.



## **Where permission is required:**

### **The Rules**

MRS Members must ensure that permission of a responsible adult is obtained and verified before a child participates in a research project. Comment: A responsible adult is an individual who has personal accountability for the well-being of a child, for example, a parent, guardian, teacher, nanny or grandparent. It is not an individual who has a limited or specific responsibility such as a lifeguard, instructor or employer. Under special circumstances, permission to waive the requirement for permission of a responsible adult may be obtained, but only with the prior approval of the MRS Market Research Standards Board.

### **Guidance**

Where research is being conducted in schools with the permission of teachers, headteachers or governors (as responsible adults acting in loco parentis), researchers should suggest to the school that consent is also sought from parents or guardians for in-school interviews. Where permission is sought for some interviews in a school, it should normally be sought for all interviews, including those with young people.

## **Obtaining permission and providing the necessary information:**

### **The Rules**

Where the permission of a responsible adult is required, members must ensure that the responsible adult is given sufficient information about the project to enable them to make an informed decision.

MRS Members must ensure that the identity of the responsible adult giving permission is recorded by name, and relationship or role.

Where it is known (or ought reasonably to be known) that participants may include children, members must ensure participants are asked to confirm their age before any other personal information is requested. Further, if the age given is under 16, the child must be excluded from giving further personal information until the appropriate permission from a responsible adult has been obtained and verified. Parental consent is also required for completion of online surveys for anyone under the age of 16.

In all cases, members must ensure that a child has an opportunity to decline to take part, even though a responsible adult has given permission for their participation. This remains the case if a project takes place in school.

## **Guidance**

Permission of a parent or responsible adult must be obtained in a form that is verifiable. Traditionally, researchers have accepted verbal permission in telephone and face-to-face contexts and the signature of parents for postal and self completion questionnaires. Email communications on their own are considered insecure and must not be accepted as a verifiable form of permission in isolation and so must be supplemented by a second form of permission, for example, a telephone call or a letter.

Parents or responsible adults must also be fully informed about any products or stimulus material which the child may be asked to try or use.

If there is a research reason for the subject matter to be disguised, where possible a list of subjects, including that for the research, should be shown to the responsible adult in advance so that they receive a further opportunity to opt out.

The opportunity to opt out of the research must be made clear to the child and to the responsible adult. It is important that both fully understand that they are not obliged to take part and this includes their right to withhold answering a specific question or element.

In addition, when research takes place in schools or in other contexts where participation in activities is mandatory (e.g. scout or guide groups) the right of individual children/young people to opt out must be emphasised by the interviewer.

The possibility of back-checking with the child for quality validation and whether a re-contact question will be asked of the child must be confirmed with the parent or responsible adult at the time consent is sought.

## **Research venues:**

### **The Rules**

MRS Members must take all reasonable precautions to ensure that participants are not harmed or adversely affected by the member's professional activities.

### **Guidance**

Research must only be conducted in safe and appropriate environments. If the research is conducted in the client's domain, the client must take responsibility for providing a safe and appropriate venue. It is advisable for research carried out in the home of the child/young person, either in person or by telephone, or online, that an adult remains on the premises - though not necessarily in the same room - throughout the interview. Interviewers should advise parents or responsible adults of this at the time they seek consent for the interview to take place.

## Children / young person Consent Form Example



Wavehill Ltd  
21 Alban Square  
Aberaeron  
SA46 0DB  
Tel No: 01545 571 711  
[Wavehill@wavehill.com](mailto:Wavehill@wavehill.com)  
[www.wavehill.com](http://www.wavehill.com)

Dear Sir/ Madam

### **Evaluation of xxxxxxxxxxxxxxxxxxxx**

You/ your child is a member of/ has attended activities run by xxxxxxxx which was run by xxxxx and funded by xxxxxxxxxxxxxxxx. Xxxxxx is keen to understand the benefits that young people have gained through participating in the activities which it has supported.

To do this they have commissioned us, Wavehill, independent researchers, to assess the effectiveness and impact of the xxxxxxxx project.

As part of the study we are keen to explore the views of the young people who take part in the activities run by xxxxxxxxxxxx. Over the coming months, we will be visiting activities where we will speak with young people (individually or in groups) about:

- The activities they have taken part in
- The benefits that they have got as a result of taking part

We will also be observing the activity of the project and if possible taking some photographs to be used in the final report to xxxxxxxx. The information we collect from young people will be an extremely important part of the study as it will provide them with a chance to express their views on the activities they have been a part of. xxxxxxx and Wavehill would like to assure you that all of the information collected will be treated in strictest confidence and will be reported anonymously.

Your help with this research is greatly appreciated. If you require any further information about the study please contact **xxx at Wavehill Ltd on 01545 571 711.**

If you consent to be involved in the study/ for your child to be involved in the study and to be photographed please complete the attached consent form and return to xxxxxxx.

Kind regards

Project Name

**(Please tick if you agree)**

- I am **happy to speak** with Wavehill/ I am **happy for my child to speak** with Wavehill  
*(please delete as appropriate)*
  
- I am **happy for my picture to be used** in the final report to the [insert project name] /  
I am **happy for my child's picture to be used** in the final report to the {insert project name}  
*(please delete as appropriate)*

**Your name:**.....

**Project participant's name:**.....

**Your relationship to project participant:**.....

**Contact telephone number:**.....

**Signature:**.....