**Understanding your participation**

### Let your user researcher know if you need this information in a different format.

### Who we are and what we are doing

**Project:** **[add name of project]**

[Add a short description of the service or product you’re working on, maximum 200 characters.]

We carry out user research to learn what people need from our services. By taking part, you’ll help us to design processes that work well for current and future users.

### What is involved in taking part

[Add a short list describing what will happen during your session, maximum 300 characters.

For example:

We’ll ask you a range of questions. These could be about:

* your experience of using a digital service or product
* how you find out about our digital services
* the technology you use

We might also ask you to carry out some tasks.]

### You have the right to withdraw at any time

Taking part in this research is voluntary.

You don’t have to answer any questions you don’t want to. You can stop taking part at any time by telling your researcher. Whatever you decide, this won’t affect the service, your employment or entitlements you receive from the Ministry of Defence (MOD). If you decide not to take part any time after your interview, contact us via any of the methods provided.

### How we use your information

During research we gather information from different people. We’ll make notes and sometimes record the video session to remind us what you said. We’ll also ask your permission to share these with people we work with.

We’ll never share what you have said to us in your research session without your consent.

Research sessions are anonymised. We will not store notes from research conversations together with identifiable data.

We always keep your contact information secure within the MOD. Your information is archived and then destroyed after 2 years.

### Your user researcher

Your researcher for this session is [add name , rank or job title, and organisation of user researcher]. If you have any questions about the research, email: [add MOD email address]

### Withdrawing from research

If you decide to withdraw from the process, any personal data relating to the withdrawn person will be removed from all documentation and records in accordance with data protection laws.

If you wish to withdraw, please contact [add email address].

**Your rights**

You can read a list of your rights under the General Data Protection Regulation, the Data Protection Act 2018 (DPA 2018) at:

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights>

You can read the MOD privacy notice at: <https://www.gov.uk/government/publications/ministry-of-defence-privacy-notice/mod-privacy-notice>

### If you want to make a complaint

The MOD is the data controller for the personal data you give. They are responsible for treating your personal data in accordance with data protection legislation.

The Information Commissioner's Office (ICO) enforces data protection law. You can raise a complaint with the ICO at any time. However, they recommend you complain to the data controller first.

**Complain to MOD**

You can read about the MOD complaints process in our personal information charter:

<https://www.gov.uk/government/organisations/ministry-of-defence/about/personal-information-charter>

**Email**

[ISS-DataSubjectRights@mod.gov.uk](mailto:ISS-DataSubjectRights@mod.gov.uk)

**Postal address**

MOD Information Rights Team

Ground floor, Zone D

Main Building

Whitehall

London SW1A 2HB

**Complain to the ICO**

Read about their complaints process at:

<https://ico.org.uk/make-a-complaint>

**Email**

[casework@ico.org.uk](mailto:casework@ico.org.uk)

**Telephone**

0303 123 1113

(Monday to Friday, 9am to 4:30pm)

**Textphone**

01625 545860

(Monday to Friday, 9am to 4:30pm)

**Postal address**

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF