

**The
information
you share with
us (privacy
notice)**



**Comisiynydd
Plant Cymru
Children's
Commissioner
for Wales**

This document describes how we work within the law to protect all the information you share with us through the survey. It also explains how we'll keep it safe and what we'll do with the information.

What we're trying to achieve with the survey:

- Make sure children and young people have a way to share experiences and opinions about their lives;
- Make sure that the Children's Commissioner for Wales (CCfW) can understand children's experiences and act as a champion for their priorities and needs.

The survey will be completed by individual children and young people, parents/carers and professionals working with and for children.

Important information about the survey and the information we collect from you:

This questionnaire is:

Anonymous. It does not ask for your name or the name of your school or any organisation you receive support from. Although we ask some personal information in the survey, you don't have to answer those questions and we cannot identify you from the personal information we ask about. The only way we would be able to identify you is if you told us details about your identity in a free text comment. If you did this we would only seek to make contact with you or adults who care for you if you told us something that made us worried about your safety.

Voluntary. You do not have to take part. You may withdraw from the survey at any time, without giving a reason.

The questionnaire is created and can be completed on a special survey software, called Snap Surveys.

How we'll use and store the information from the questionnaire:

The Children's Commissioner for Wales is ultimately responsible for all the data we gather and share during this project. We make sure all this is done in line with all relevant data protection laws.

Our lawful basis for doing this work is: The public task basis (Article 6 (1) (e) of the GDPR).

The information you submit will be stored by Snap Surveys.

How we use the data:

We will anonymise all the data before sharing it with anybody.

We will publish reports on the survey results. None of the reports will include information that could identify you or other children and young people.

We may share some survey results with other public bodies, for example, the Welsh Government. If we do this, no information will be shared that could identify you or other children and young people.

How we'll store the data:

Data will be stored by Snap Surveys in line with their [privacy policy](#) and [data security policy](#).

We will keep the information people share with us for 7 years - until 2029 - on our secure IT systems, in line with our document retention policy.



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Safeguarding – if we're worried about your safety:

We provide ChildLine's phone number and the contact details for Meic, for any child or young person who wishes to discuss anything that worries them after completing the survey. At the end of the survey, you'll be taken to the Commissioner's website, where there's lots of advice, support, information and details of how to make contact with us.

If someone makes an identifying disclosure in any response e.g. they write about their current situation and a means of contacting them, then experienced Investigations and Advice Officers at the office of the Children's Commissioner for Wales, will review the evidence against the Commissioner's safeguarding policy and make a decision about whether to make contact with the individual. The office will only make contact where possible but only if we are worried about the safety of the child.

Our contact details:

Name: Children's Commissioner for Wales

Telephone number: 01792 765600

Email: post@childcomwales.org.uk

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at post@childcomwales.org.uk or 01792 765600

You can also complain to the Information Commissioner's office (ICO) if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>



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