

Learning from you to make it easy to use ferry vouchers- October 2022

Info sheet and privacy notice

Who are we?

I'm a user researcher working in Transport Scotland Directorate of the Scottish Government.

What is the study for?

Over the last ten years other national concessionary travel services have moved to a smartcard platform, using the National Entitlement Card. This has had significant reduction in fraud and incorrect reimbursements, as well as a reduction in administration labour time. Therefore the proposed solution is to use a smart product delivered to a user's National Entitlement Card (NEC) annually. The product would be an encoded 2 return trips for any Scottish ferry route, and every time it is used that usage will be recorded within the product so that the user cannot make additional trips.

What will happen?

The session will last around 30 to 60 minutes. You can take a break at any time. We will ask you questions about your experience with paper vouchers and take you through a few tasks involving the NEC card and your mobile phone so that we can gather your thoughts, feelings and actions, to see whether our new process works for you as a client.

As we talk, we will take notes so we can remember what you told us. We will not use your name or any identifying details in these notes.

This helps us remember what you told us, and it will not be shared with anyone that is not working on the project.

Questions you may have:

What are my rights?

- It is up to you if you want to take part.
- You can leave at any time, and don't have to give a reason for leaving.
- You can take a break at any time.
- You can ask questions at any time.
- We keep what you tell us private.
- You can ask to see any information about you that we have kept.
- You can ask us to update or delete what we know about you. (Sometimes we cannot do this. For instance when we have already published a report about the study. However, no one will be able to work out who you are from the report.)

What information about me will you keep?

We will keep your name on the permission form. We will also keep the notes we make during the session, however these notes will not contain your name. We will keep these and anything else we know about you in a private folder on our computer system. This folder can only be opened by the research team.

Who will see what I tell you?

We will use what you tell us for research only. Nothing you tell us will affect the benefits you may get now or in the future.

We will share what you tell us with other people working on the project to help them design the new application process.

We may tell the public about the important parts of our research in reports we make once the research is done.

When we do this we may use your exact words so that people can know about what is important to you. However we will always keep your name private. We will also keep private any other details that could be used to work out who you are. If we think you are in danger, or might hurt yourself or someone else, we have a duty to tell people who can help. This would be someone from another organisation.

How long do you keep what I tell you?

We will keep what you tell us for up to two years. After two years we will delete what you have told us.

Why can you use or share what I have told you (the legal bit)?

The lawful basis we use to use and share what you have told us is Public Task (6(1)(e)) from the General Data Protection Regulation. Please ask if you have any questions about how this works.

For this project, we will also ask about your health. In law, this information is called 'special category'. When we process this, we use condition (g) from Article 9(2). This means that processing information about your health is necessary for reasons of substantial public interest. You always have control over the information that we collect about you for this research so can decide not to provide this information.

What can I do if I am worried about what you are doing with my information?

If you are worried about this you can email DataProtectionOfficer@gov.scot. This person checks that we keep what people tell us private.

If you are still worried you can email casework@ico.org.uk. This person works at the Information Commissioners Office.

If you want us to delete or update what you have told us you can email us at [magdalena.nowacka@transport.gov.scot](mailto:magdalen.nowacka@transport.gov.scot).

What can I do if I am worried about how I was treated during the research?

If you are worried about this you can email the Office of the Chief Designer at design@gov.scot. They are in charge of how user research is done in the Scottish Government.