

Privacy Notice Generator - Feedback Survey

Introduction

Now you have used the ICO's Privacy Notice Generator(s), we'd love to hear your thoughts.

The service is currently in a pilot phase and we will be making changes to continue to improve the experience for users.

The survey will remain open until 3 June 2024.

We would appreciate feedback about your experience of using the Generator. The survey is structured as follows:

- Section 1: Your thoughts on the Privacy Notice Generator
- Section 2: Your previous privacy notices (if applicable)
- Section 3: About you
- Section 4: Final comments

The survey should take around 10 minutes to complete.

If you have any questions or difficulties, please contact: sme.engagements@ico.org.uk

Your responses to this survey are anonymous (unless you choose to include your contact information in the final question).

The questions we ask are not to test your compliance with data protection law and we will not use any of the information you share with us for any purpose other than to inform this project. To find out how we use your information when you fill in an ICO survey, view our [privacy notice](#).

Should we receive an FOI request for your response we will always seek to consult with you for your views on the disclosure of this information before any decision is made.

Please note that we are using the platform SmartSurvey to gather this information. Any data collected by SmartSurvey for the ICO is stored on UK servers. You can read their Privacy Policy and Notice [here](#).

Are you happy to proceed? *

- I am happy to proceed.

Very helpful Somewhat helpful Neither helpful nor unhelpful Somewhat unhelpful Very unhelpful Not applicable

and volunteer information

Please explain your responses.

How easy was it to understand the questions in the generator?

For example, did the questions make sense? Was the language easy to read and understand? Was it easy to select the correct answer?

Very easy Easy Neither easy nor difficult Difficult Very difficult Don't know / unsure

Privacy notice generator for customer and supplier information

Privacy notice generator for staff and volunteer information

Please explain your responses.

How easy was it to use the privacy notice generator?

For example, did the buttons work as expected? Were you able to put all the information you wanted into the text boxes? Were there any technical problems?

Very easy Easy Neither easy nor difficult Difficult Very difficult Don't know / unsure

Privacy notice generator for customer and supplier information

Privacy notice generator for staff and volunteer information

Please explain your responses.

How easy was it to download the final version of your privacy notice?

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	Don't know / unsure
Privacy notice for customer and supplier information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privacy notice for staff and volunteer information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your responses.

How many changes (if any) did you have to make to the privacy notice after you downloaded it?

	No changes - it was all clear and correct	No changes - I didn't check it	Some small changes	Quite a lot of changes	Most of the information had to be changed	Don't know / unsure
Privacy notice for customer and supplier information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privacy notice for staff and volunteer information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you had to make changes, what specifically did you have to do?

Roughly how much time did it take you to generate a privacy notice for customer and supplier information using the ICO tool? If there were multiple people using the tool, please state the total time for all those involved.

Roughly how much time did it take you to generate a privacy notice for staff and volunteer information using the ICO tool? If there were multiple people using the tool, please state the total time for all those involved.

Are you using the privacy notices you created to share privacy information with your staff and customers?

	Yes - this is now our live privacy notice	Not yet - but it will be shared soon	Not yet - I am not sure if it will be used	No - we will not be using it
Privacy notice for customer and supplier information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privacy notice for staff and volunteer information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you aren't using the privacy notice(s), what is stopping you from sharing them?

What do you think are the benefits of having a privacy notice generator? Choose all that apply.

Confidence that you are providing a compliant service / product

Marketing / promoting brand

Increased customer confidence / reassurance

Saves the organisation time and/or money

Reduced legal or advisory costs

Other (please specify):

What could we do to improve your experience using this service in the future?

If you are willing to share your completed privacy notice, please provide a link to it or contact details so that we can request it.

This is optional and would be used only to help us improve the service, and not to judge your compliance with data protection law.

Your previous privacy notices

This section asks how your organisation generated privacy notices before using the ICO's Privacy Notice Generator.

Did you have a privacy notice in place before you used the generator? *

- Yes, we had a privacy notice for staff and volunteer information and for customer and supplier information.
- Yes, we had a privacy notice for staff and volunteer information.
- Yes, we had a privacy notice for customer and supplier information.
- No, we didn't have any privacy notices.
- Don't know / Unsure
- Not applicable

Note: in the survey, the options below will change to only one row if you indicate that you only had one privacy notice in place and will skip the questions if you did not have any.

How did you create your previous privacy notice(s)? Choose all that apply.

	Paid an external supplier to create one	Used the ICO's word document template	Used a free online template	Created one ourselves from scratch	Other
Privacy notice for customer and supplier information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privacy notice for staff and volunteer information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If 'other', please specify.

How much did you pay, either in terms of staff time or in pounds for your previous privacy notice(s)? A rough estimate is fine.

About your organisation

Are you answering as:

- A private sector organisation
- A public sector organisation
- A charity or third sector organisation
- Other (please specify):

How would you describe your organisation's size?

- 0 to 9 members of staff
- 10 to 249 members of staff
- 250 to 499 members of staff
- 500 or more members of staff

Which regions of the UK is your organisation based in? Choose all that apply.

- East Midlands
- East of England
- London
- North East
- North West
- Northern Ireland
- Scotland
- South East

- South West
- Wales
- West Midlands
- Yorkshire and the Humber
- Unsure / Don't know

Which of these best describes the main sector your organisation operates in?

- Agriculture, Forestry and Fishing
- Mining and Quarrying
- Manufacturing
- Electricity, gas, steam and air conditioning supply
- Water supply, sewerage, waste management and remediation activities
- Construction
- Wholesale and retail trade; repair of motor vehicles and motorcycles
- Transportation and storage
- Accommodation and food service activities
- Information and communication
- Financial and insurance activities
- Real estate activities
- Professional, scientific and technical activities
- Administrative and support service activities
- Public administration and defence; compulsory social security
- Education
- Human health and social work activities
- Arts, entertainment and recreation
- Other service activities
- Don't know / unsure
- Other (please specify):

Final comments

We may wish to contact you for further information on your responses. If you are happy to be contacted please provide an email address below.

Before completing this survey, do you have any final comments you have not made elsewhere?