

INDIVIDUAL QUESTIONNAIRE

INTRODUCTION

Good morning/afternoon/evening. My name is _____ and I am calling from SMSR Ltd, an independent market research company.

We are conducting a study to find out how people feel about the way organisations hold and use information about them. Everybody has personal information including your name, your bank account number or even your medical details and we want to know how people feel about organisations holding such details. We also want to find out how people feel about the information available from public authorities regarding the way they run their organisations.

The interview will last approximately 12 minutes.

I'd like to emphasise we are not selling anything, this is purely research and you will not receive any follow-ups from this research.

SMSR work to the MRS Code of Conduct, which means we cannot identify you or show anybody outside of SMSR your questionnaire. Your views will be reported mixed-in with others.

Your call maybe monitored or recorded for quality control purposes but this will not be used for any other reason than this research.

INTERVIEWER ONLY READ OUT IF RESPONDENT SHOWS CONCERN.

If you wish to check the validity of this research please ring SMSR's freephone number is 0800 1380845 or Market Research Society on 0500 39 69 99 or go onto the Information Commissioners website www.ico.gov.uk (you may also offer the Information Commissioners Switchboard number – 01625 545 700 if necessary.)

INTERVIEWER CHECK RESPONDENT OR ANOTHER MEMBER OF THEIR HOUSEHOLD DOESN'T WORK IN ADVERTISING, MARKETING OR MARKET RESEARCH

ADDITIONAL OUTCOMES CODES REQUIRED SPECIFICALLY FOR THIS PROJECT: TO BE RECOGNISED AND REPORTED BOTH INDIVIDUALLY AND UNDER THE GENERAL CATEGORY OF 'DOES NOT FIT CRITERIA':

Q1 I am going to read out a list of issues that could be considered of social importance. Please tell me how concerned you are about each issue by rating it on a scale of 1 to 5 where 1 is not at all concerned and 5 is very concerned.

READ OUT ONE AT A TIME – ROTATE

	1	2	3	4	5	Don't know
1. Preventing Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Improving standards in education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Protecting people's personal information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Protecting freedom of speech	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Equal rights for everyone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Unemployment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Environmental issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Access to information held by public authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The National Health Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. National Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 I am going to read out a list of possible consequences that could result from organisations not handling your information responsibly and I would like you to tell me how much each one concerns you. Please answer on a scale of 1 to 5 where 1 means not at all concerned and 5 means extremely concerned.

ROTATE – READ OUT ONE AT A TIME

	1	2	3	4	5
1. Threat to your personal safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Threat to your health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Financial loss	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Indignity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Loss of liberty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Annoyance or inconvenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Invasion of privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Personal distress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 I am now going to read out a list of statements and this time I would like you to tell me the extent to which you agree or disagree with each statement by rating it in a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree.

READ OUT – ROTATE

	1	2	3	4	5
1. Organisations handle the information they collect about their customers in a fair and proper way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Individuals have lost control over the way their information is collected and processed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Information held by the government and other public authorities about their operations is available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Existing laws and organisational practices provide sufficient protection of individuals' personal information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Everybody has personal information including your name, your address, your bank account number or even your medical details.

What rights do you think you have to access personal information held about you by certain organisations?

DO NOT READ OUT

TICK ALL THAT APPLY

- a. We do not have any rights
- b. Not sure what rights we have
- c. You have a right to see information held about you by organisations
- d. You have a right to see information held by public authorities/public bodies about their operations and activities
- e. You have the right to correct information about you that is wrong
- f. Other—write in _____
- g. Don't know

Q5 Which of the following rights do you think you have with regards to your personal information held by organisations? Please choose as many as you think apply.

READ OUT ONE AT A TIME – ROTATE

	Yes	No	Don't know
1. You do not have any rights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Not sure what rights you have	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. You have a right to see information held about you by organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. You have a right to see information held by public authorities/public bodies about their operations and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. You have a right to be paid by organisations who pass on information about you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. You have a right to correct information about you that is wrong	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. You have a right to delete information held about you that you are unhappy with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. You have rights regarding information held about you by organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Other—write in _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 Some types of personal information are considered 'sensitive' and given extra protection in law. I am going to read out a list of different types of information and I would like you to tell me, on a scale of 1 to 10, how sensitive you consider each one to be. 1 is not at all sensitive and 10 is extremely sensitive. **(Interviewer to write the score in the relevant box) ROTATE**

- Personal contact details (e.g. home address, phone number)
- Financial data (e.g. income and savings)
- Data concerning race or ethnic origin
- Criminal records
- Biometric information (e.g. iris scans, facial scans and finger prints)
- Political opinions
- Membership of political party / organisation
- Clickstream data (e.g. record of web pages visited)
- Religious or philosophical beliefs
- Genetic information
- Health information
- Sexual life information
- Education qualifications
- Employment history
- Trade-union membership

Q7 What is it that concerns you most with regards to organisations using your personal information?

DO NOT READ OUT – tick all that apply and add if necessary

- a. Sending unwanted mail or faxes
- b. Sending unwanted emails
- c. Sending unwanted text messages
- d. Making unwanted phone calls
- e. Not telling me what information they hold or why
- f. Passing on my details to unknown organisations
- g. Making decisions on incorrect information
- h. Sending my information abroad
- i. Holding information on what I buy
- j. Tracking what I look at on the internet
- k. Have no worries
- i. Other–write in _____

Q8 I am now going to read out a list of concerns that people may have about organisations holding their personal information. Please can you tell me, on a scale of 1 to 5, how concerned you are about each one, where 1 means not at all concerned and 5 means extremely concerned?

READ OUT –ROTATE

	1	2	3	4	5	Don't know
1. Requesting inappropriate information that is not relevant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Requesting too much personal information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Using information for purposes other than that for which it was intended	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Passing or selling information on to other organisations without your permission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Not keeping the information securely so it is at risk of being stolen or getting into the wrong hands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Not collecting the information in a secure way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Passing your information on to other countries without adequate data protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Holding inaccurate or out of date information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Holding information for longer than is required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 What, if any, laws are you aware of concerning the handling of personal information?

DO NOT READ OUT – tick all that apply and add if necessary

- a. Data Protection Act
- b. Freedom of Information Act
- c. Freedom of Information (Scotland) Act 2002
- d. Privacy and Electronic Communications Regulations
- e. Environmental Information Regulations
- f. Other–write in _____
- g. None

Q10 Have you ever heard of the Data Protection Act?

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Go to Q11	Go to Q12	

Q11 Where have you heard or seen about the Data Protection Act in the last 12 months?

DO NOT READ OUT (Tick all that apply and add if necessary)

- a. Friends / relatives
- b. Through work
- c. Jobcentre
- d. Newspapers / magazines
- e. Leaflet
- f. Direct mail
- g. Radio
- h. TV
- i. Internet
- j. Presentations
- k. Posters
- l. Letter / letterhead
- m. Terms and conditions / financial applications
- n. Through education
- o. Advisory centres – e.g. Citizens Advice Bureau, library
- p. Other – write in _____
- q. Don't know

Q12 Have you ever requested to see information held about you by organisations?

Yes 1

No 2

Go to Q13b

Q13a How frequently do you request to see information held about you by organisations?

READ OUT (tick one only)

- Rarely – as circumstances dictate – **GO TO Q14**
- Occasionally – to check something specific – **GO TO Q14**
- Regularly – as a matter of routine – **GO TO Q14**
- Don't know – **GO TO Q14**

Q13b Would you ever consider using your right to see information held about you by organisations?

Yes 1

No 2

Go to Q15a

Q14 Can you tell me of any circumstances when you have or would use your data protection right to request to see personal information held about you by an organisation?

DO NOT READ OUT –tick all that apply and add if necessary

- a. No circumstances
- b. General interest
- c. Change in employment status
- d. Altering marital status
- e. Applying for financial credit
- f. Being refused financial credit
- g. After being involved in court action
- h. When moving house
- i. To check criminal record
- j. To check medical records
- k. Other (write in) _____
- l. Don't know

Q15a Where would you go to get advice on your rights under the Data Protection Act?

DO NOT READ OUT (tick all that apply and add if necessary)

- a. Solicitor
- b. Magazine
- c. Internet
- d. Citizens Advice Bureau
- e. Trade Association
- f. Local MP or MSP/Councillor/Assembly member
- g. Newspaper
- h. Public library
- i. Accountant
- j. Police
- k. Bank
- l. Benefits office
- m. Department for Constitutional Affairs
- n. Information Commissioners Office
- o. Campaign for Freedom of Information
- p. Scottish Information Office
- q. Other (write in) _____
- r. Don't know

IF RESPONDNET MENTIONS THE INFORMATION COMMISSIONERS OFFICE ASK 15b.
IF NOT SKIP TO QUESTION 16

Q15b How would you prefer to receive advice and guidance on the Data Protection Act from the Information Commissioner?

DO NOT READ OUT (tick all that apply and add if necessary)

- a. Phone
- b. Face to face
- c. Visit office
- d. Website
- e. Via a letter
- f. Via stand alone e-mail request
- g. Via an e-mail request through a web site
- h. Via an e-mail bulletin I register to
- i. Through a leaflet
- j. Get in touch with other organisation/advice agency to ask on my behalf
- q. Other (write in) _____
- r. Don't know

Q16 What rights do you think you have to access information held by the Government and other public authorities?

DO NOT PROMPT – DO NOT READ OUT – tick all that apply and add if necessary

INTERVIEWER: CODE CAREFULLY. PROBE FOR DETAIL AS NECESSARY BUT DO NOT PROMPT

- a. The right to request information held by the Government (and/or other public authorities)
- b. The right to request own personal information
- c. The right to request other people's personal information
- d. The right to request information about the environment
- e. The right to see what public money is being spent on
- f. The right to know what type of information is available from the Government (and/or other public authorities)
- g. The right to find out about issues relating to national security
- h. The right to see official information from the Government (and/or other public authorities) such as minutes and planning documents
- i. Other – write in _____
- j. Don't know

Q17 Which of the following rights do you think you have with regards to accessing information held by the Government and other public authorities?

READ OUT ONE AT A TIME – ROTATE

	Yes	No	Don't know
1. The right to request information held by the Government and other public authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The right to request own personal information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The right to request other people's personal information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The right to request information about the environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The right to see what public money is being spent on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The right to know what type of information is available from the Government and other public authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The right to find out about issues relating to national security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The right to see official information from the Government and other public authorities such as minutes and planning documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 What, if any, laws are you aware of regarding access to information held by public authorities about the way they run their organisation?

DO NOT READ OUT (tick all that apply and add if necessary)

- a. Freedom of Information Act
- b. Data Protection Act
- c. Open Government Code
- d. Environmental Information Regulations
- e. Other (write in) _____
- f. None
- g. Don't know

Q18b Have you heard of the Freedom of Information Act?

Yes	No	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Go to Q19	Go to Q20a	

Q19 Where have you heard or seen about the Freedom of Information Act in the last 12 months?

DO NOT READ OUT (tick all that apply and add if necessary)

- a. Friends/ relatives
- b. Through work
- c. Job centre
- d. Newspapers/ magazines
- e. Leaflet
- f. Direct mail
- g. Radio
- h. TV
- i. Internet
- j. Presentations
- k. Work shops
- l. Conferences
- m. Posters
- n. Letter / letterhead
- o. Terms and conditions / financial applications
- p. Through education
- q. Advisory centres e.g. Citizen Advice Bureaus, library
- r. Other (write in) _____
- s. Don't know

Q20a Have you ever requested to see information held by the government (and/ or other public authorities)?

Yes 1

No 2

Go to Q21

Q20b How frequently do you request to see information held by the Government (and \ or other public authorities)?
READ OUT (tick one only)

- Rarely – as circumstances dictate – **Go to Q22**
- Occasionally – to check something specific - **Go to Q22**
- Regularly – as a matter of routine – **Go to Q22**
- Don't know – **Go to Q22**

Q21 Would you ever consider requesting to see held information by the Government (and / or other public authorities)?

Yes

No

Go to Q23

Q22 Why do you or would you access information held by public authorities?

DO NOT READ OUT – tick all that apply and add if necessary

- a. Personal reasons
- b. Medical information
- c. Employment
- d. For marital reasons
- e. Moving house
- f. Educational
- g. Work related
- h. Housing/ planning
- i. Environmental
- j. Leisure and recreational
- k. General interest
- l. Public authority/ organisation's performance
- m. Discover corruption or maladministration
- n. Local knowledge
- o. How money is being spent
- p. In relation to a complaint
- q. Other(write in) _____
- r. Don't know

Q23 The following are believed to be benefits of being able to access information held by public authorities. On a scale of 1 to 5, please rank how much you agree or disagree that the following statements are benefits of being able to access information held by public authorities. (1 is strongly disagree and 5 is strongly agree).

READ OUT

	1	2	3	4	5
1. Increases confidence in public authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Increases trust in public authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Increases knowledge of what public authorities do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Promotes accountability and transparency in public authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Provides more opportunities to have a say and contribute	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24a Where would you go to get advice on your rights under the Freedom of Information Act?

DO NOT READ OUT (tick all that apply and add if necessary)

- a. Solicitor
- b. Magazine
- c. Internet
- d. Citizens Advice Bureau
- e. Trade Association
- f. Local MP/Councillor
- g. Newspaper
- h. Public library
- i. Accountant
- j. Police
- k. Bank
- l. Benefits office
- m. Department for Constitutional Affairs
- n. Information Commissioners Office
- o. Campaign for Freedom of Information
- p. Scottish Information Office
- q. Other (write in) _____
- r. Don't know

IF RESPONDNET MENTIONS THE INFORMATION COMMISSIONERS OFFICE ASK 24a.

IF NOT SKIP TO QUESTION 25

Q24b How would you prefer to receive advice and guidance on the Freedom of Information Act from the Information Commissioner?

DO NOT READ OUT (tick all that apply and add if necessary)

- a. Phone
- b. Face to face
- c. Visit office
- d. Website
- e. Via a letter
- f. Via stand alone e-mail request
- g. Via an e-mail request through a web site
- h. Via an e-mail bulletin I register to
- i. Through a leaflet
- j. Get in touch with other organisation/advice agency to ask on my behalf
- q. Other (write in) _____
- r. Don't know

CORPORATE REPUTATION QUESTIONS

Finally, we would like to ask you some questions about the Information Commissioners Office.

Q25 Have you heard of the Information Commissioner?

Yes	No	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Go to Q28		

Q26 Where, if at all, have you seen or heard anything about the Information Commissioners Office (ICO) over the last 12 months?

READ OUT (tick all that apply and add if necessary)

- a. Newspapers/Magazines
- b. Direct Mail
- c. Leaflet
- d. Radio
- e. TV programmes
- f. Presentations
- g. Workshops
- h. Conferences
- i. Internet
- j. Somewhere else (write in) _____
- k. Don't know

Q27 In your view, what is the role of the Information Commissioner?

DO NOT READ OUT

TICK ALL THAT APPLY and add if necessary

- a. To enforce the Data Protection and Freedom of Information Acts
- b. To promote public access to official information.
- c. To protect individual's personal information.
- d. To take legal action when the law is broken
- e. To safeguard information rights by providing individuals and organisations information and guidance.
- f. To enhance awareness and understanding of the Data Protection and Freedom of Information Acts.
- g. To register organisations under the Data Protection Act.
- h. To advise on publication schemes
- i. Other(write in) _____
- j. Don't know

ASK EVERYONE

Q28 Are you?

Male 1

Female 2

Q29 I'd just like to ask you a few more questions for classification purposes. Can I just ask which of the following age bands you fall into?

18 -24

25 - 34

35 - 44

45 - 54

55 - 64

65+

Refused

Q30 Which of the following best describes you...?

Single

Married

Living with partner

Widowed/separated/divorced

Other

Refuse

Q31 Do you have any children under 18 living at home?

Yes

No

Refused

Don't know

1

2

3

4

Go to Q33

Q32 What are the ages of the children? (Tick all that apply)

0 -3

4 - 6

7 - 10

11 - 13

14 - 15

16 - 17

Refused

Don't know

Q33 Are you working?

Yes 1 No 2 Refused 3 Don't know 4

Go to Q35

Q34 Is that full time or part time?

Part time 1 Full time 2 Refused 3 Don't know 4

Go to Q36

Q35 Which of the following best describes your status? **READ OUT**

- Retired
- At home raising family / housewife / house husband
- Registered unemployed
- Student in full time education
- Other
- Refused
- Don't know

Q36 Are you the main income earner in your household?

Yes 1 No 2 Refused 3 Don't know 4

Q37 Social grade (**Interviewer to ascertain occupation for SEG**)

- AB
- C1
- C2
- DE
- Refused
- Don't know

Q38 Finally, just to let you know that you may be contacted for quality control purposes, or also in the event of us wanting to speak to you very briefly again to check something for this survey. Would we be able to contact you?

Yes 1 No 2

Thank you for your time and help. I'd like to confirm that my name is and that I am calling from SMSR Ltd. As explained, this interview has been conducted under the MRS Code of Conduct.

The person at SMSR responsible for this project is Darren Hornby and he/she can be contacted on.01482 211200. There is a freephone number which you can call if you have any questions 0800 138 0584. There is also information available on the ICO website www.ico.gov.uk.