

General Information Sheet for CoppaFeel! Feedback Forms and Surveys

How will you use my feedback?

We'll use all feedback we receive to check what works well and what could be improved on. We'll try to make suggested changes and tell you about them once a year via our website. If we aren't able to make changes we will explain why not. We may also use feedback in our fundraising so that we can continue providing services and materials for free.

Do I have to take part?

No. Your participation is entirely voluntary and you can still access all of our information and services if you choose not to complete the form or survey you've been invited to.

Will you know who I am?

No. Our feedback forms and surveys are anonymous. Therefore, we won't know who you are and you can be fully open and honest with us. If we offer a little thank you for your time, we ask for your name and contact information. However, this is always kept separately from your survey responses to ensure your anonymity.

Can I withdraw my data later?

No. Once you have completed a feedback form or survey you cannot withdraw your data anymore. This is because we collect all feedback anonymously. Therefore, we won't be able to identify which data is yours.

Will you share my data with others?

It depends. We'll always ask you if you are happy with us sharing your comments anonymously on our social media, etc. If you prefer your comments not to be shared like this, we won't. However, please note that we will always share the results of our analysis with others as they will be published here once a year. Your feedback will be part of this analysis together with everyone else's feedback but nobody will be identifiable from this.

How long will you keep my data?

It depends. If you give us your name and contact details for a prize draw, we will delete this after the prize draw has taken place and the winner has been notified. This will always be within six months. We will keep all anonymous feedback for up to five years. This helps us to compare data over a longer period of time and tells us if we're making progress.

How will you store my data and keep it safe?

We will store your feedback in password protected files on our protected server. Even if a hacker manages to get into our server, they won't be able to get into these files. That way your data is twice protected from any cyber threats. In any case your data is always anonymous and hence you will never be identifiable. Generally speaking, we fully comply with GDPR requirements. You can read our full Privacy Policy [here](#).

Who can I speak to for further information?

If you have any questions or concerns about how we collect feedback and evaluate our work, please complete our Contact Form [here](#).