



Llywodraeth Cymru
Welsh Government

Occupational Health and Associated Services (III) Customer Feedback Survey

The Occupational Health Framework is a collaborative framework agreement with a number of pre-approved suppliers, who can provide a wide range of occupational health services to contracting authorities across the Welsh public sector. The Occupational Health (III) Framework will expire in April 2027.

The Commercial Procurement Delivery Team in Welsh Government are in the process of planning for the renewal of this framework agreement. The purpose of this survey is to gather customer feedback to see how the framework has worked for Customers and to look at any changes and/or additional services that we need to consider for its next iteration.

This survey will help the Delivery Team update the specification for the new framework agreement to ensure it meets the needs of the Public Sector. Your views are important to us and once Welsh Government has gathered and analysed your feedback it will help inform decisions.

The Welsh Government is the data controller for the research. The Delivery Team in Welsh Government will remove personal data before writing up the analysis and will not provide personally identifiable data to others in Welsh Government unless you ask us to.

For the purposes of this research, the personal data that we aim to collect are Customers Name, Organisation, Sector and email address. However, your participation in this survey is completely voluntary and you can submit the survey anonymised if you do not wish to provide your personal data.



PRIVACY NOTICE

What personal data do we hold and where do we get this information?

Personal data is defined under the UK General Data Protection Regulation (UK GDPR) as 'any information relating to an identifiable person who can be directly or indirectly identified by reference to an identifier'.

You will have received or otherwise been directed towards the survey as follows:

- The Welsh Government sent you the survey link via email, we hold your contact details because you have previously contributed to this area of work;
- You followed the link to the survey on the monthly Newsletter, the Knowledge Hub or via one of our social media channels.

This survey does not require the collection of any personal data from you. However, we would like to know which Public Sector Organisations are using the framework and if you would like to part of the tender evaluation team. You are not required to do so to respond to the survey and if you do not provide your contact details your responses will be completely anonymous.

If you choose to provide additional personal data as part of the survey we will not identify you from, or link your identity to, the responses you provide. If you raise a query or complaint and provide personal data requesting a response, the researcher will forward the request only to the relevant official and subsequently delete it from the survey data.

What is the lawful basis for using your data?

The lawful basis for processing information in this data collection exercise is our public task; that is, exercising our official authority to undertake the core role and functions of the Welsh Government.

Participation is completely voluntary. Reviews such as this are important for the Welsh Government to improve the Framework for future use by the Public Sector.

How secure is your personal data?

Personal data provided to Welsh Government is held on secure servers, and for this project a folder has been created that has access restricted only to the immediate Commercial Procurement Delivery Team. Your contact details and any personal data you choose to provide will be stored in this restricted folder.



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When conducting surveys, the Welsh Government use a survey software programme called Smart Survey. We have ensured that Smart Survey is UK GDPR compliant and meets our expectations in terms of the security of any data collected via the software (e.g. all data is processed within the EEA).

How long do we keep your personal data?

The survey does not require any personal data to be provided but if you do provide contact details then we will keep those details until the new framework agreement has been awarded.

The Welsh Government will retain contact details it already holds, such as registration on Sell2Wales, according to the privacy notices issued for those purposes.

Individual rights

Under UK GDPR, you have the following rights in relation to the personal information you provide as part of this review, specifically you have the right:

- To access a copy of your own data
- For us to rectify inaccuracies in that data
- To object to or restrict processing (in certain circumstances)
- For your data to be 'erased' (in certain circumstances), and
- To lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection.

The contact details for the Information Commissioner's Office are: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Phone: 01625 545 745 or 0303 123 1113. Website: www.ico.org.uk

Further information

If you have any further questions about how the data provided as part of this survey will be used by the Welsh Government or wish to exercise your rights using the General Data Protection Regulation, please contact:

Name: Commercial Procurement – Delivery Team

E-mail address: commercialprocurement.peoplecorporate@gov.wales

Telephone number: 0300 025 5642



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The Welsh Government's Data Protection Officer can be contacted at:

Welsh Government, Cathays Park, Cardiff, CF10 3NQ, Email:

DataProtectionOfficer@gov.wales.