

## **Confidentiality & Privacy**

Maintaining the confidentiality and anonymity of our clients and their staff who respond to our surveys is fundamental to our working practices and, unless otherwise stated, you should assume that we treat all information provided to us as highly confidential.

All personal identification connecting an individual record to an individual employee is removed and the submission completely anonymised as soon as we close the survey. The email address given by a respondent is only held for the duration of that survey to allow them to save a partial completion and return to it later, and to detect multiple submissions. Thereafter we keep no record of those email addresses and do not use them for any other purpose.

Clients can apply filters to their data based on information provided by employees such as department, age range or time with company. However in order to protect the anonymity of respondents, the data set cannot be filtered down below five individuals.

All individual responses will be retained as anonymous data and aggregated to form part of the full Leesman database, to enable future project comparisons and prepare industry sector, regional and global benchmarking. At no point will this aggregated data link a single response or survey results to an individual within a client organisation. As with comparisons based on employee demographics, project comparisons such as industry sector, location or building type will only be enabled once the cluster size is sufficient to guarantee anonymity of client information.

The Data Protection Act 1998 requires every organisation processing personal data to register with the UK Information Commissioner's Office.

ICO Registration number Z2550906.