

### How long we keep your personal data for

Ipsos will keep your personal data for either:

- Up to 12 months, or
- 24 months if you have agreed to be recontacted by Ipsos for the purpose of further research.

Ipsos has regular internal and external audits of its information security controls and working practices and is accredited to the International Standard for Information Security, ISO 27001.

### Your rights in relation to your personal data

You have a number of legal rights in relation to your personal data. You can exercise any of these by contacting us using the contact details below.

Under your rights you can:

- ask for a copy of your personal data
- ask for any of your personal data which is inaccurate or out-of-date to be corrected
- ask for your personal data to be erased
- object to the processing of your personal data
- ask for the processing of your personal data to be restricted

### How to contact us:

If you have any questions you can contact our Data Protection Officer at: **barbpanel@ipsos.com**

If you are not happy with how we've handled your personal data, we'd like you to contact us first and give us a chance to put it right. But you have the right to complain to the Information Commissioner if you would like to do so.

You can find details about how to contact the Information Commissioner's Office at **<https://ico.org.uk/global/contact-us/>** or by sending an email to **casework@ico.org.uk**. Alternatively, you can contact Barb at **enquiries@Barb.co.uk**.

Ipsos & Barb would like to thank you for your co-operation in taking part in this important research programme.

If you have any further questions please do not hesitate to call **Ipsos on 0808 238 5456** or email **ukfieldadmin@ipsos.com**

If you have enjoyed this interview and would like details of how to become a market research interviewer you can visit our website **[www.ipsos.com/interviewers](http://www.ipsos.com/interviewers)**



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**THANK YOU:**  
this leaflet explains how your  
information is used

## About Barb

Barb is the media industry's standard for understanding what people watch.

Barb provides the media industry with viewing figures primarily for television channels, programmes and commercials (this includes programmes and video delivered online). Barb viewing figures, sometimes known as ratings, are provided by a panel of homes across the UK who agree to let us collect information about all the TV programmes being watched.

## About Ipsos

Ipsos is an independent research company. We select the homes at random and ask interviewers to visit these homes to ask if the household would be willing to complete a Barb Establishment Survey interview.

Barb and Ipsos are jointly responsible in respect of the data held by Ipsos about you.

## How do I know you are genuine?

Ipsos is a company partner of the Market Research Society (MRS) in the UK and works according to their code of conduct, laid down to protect the interests of the public. All Ipsos interviewers must carry official identification.



You can call the MRS using the Freephone number 0800 975 9596 to verify that Ipsos is a bona fide market research agency.

## Will someone try to sell me something?

No, absolutely not. Ipsos is an experienced and professional market research organisation. Using the interview for sales purposes is against our ethics and against the Market Research Society's Code of Conduct.

## Why do you need my contact details?

So that we have a record of who the interview was with for quality control purposes and to ensure the interview was conducted to Market Research Society rules. All data collected by us is covered by the General Data Protection Regulation (GDPR) and we are also accredited with the information security 'gold standard' ISO 27001 for data security. Your details will be stored securely, will be treated in the strictest confidence and will be used for research purposes only.

## Why me?

Responding to this survey is entirely voluntary and any answers are given with your consent. We identify and call on more than 80,000 households every year, all chosen at random, to ask about viewing habits and the TV equipment they own. We do this to make sure that our survey truly represents the whole of the UK population. Because of this, every household is important to us; the more people who say 'Yes' to an interview, whether or not they own a TV set or watch any TV programmes, the more representative the results will be.

## What we collect and what we do with it

We collect important demographic information about you and other members of your household such as sex, age, working status and ethnic background. We also collect information about the equipment you have that can be used to view TV content, such as TV sets and other devices capable of connecting to the internet. This information is used to build a clear picture of how the UK population can access TV content in their own homes.

We also use your data to identify homes that we would like to help us further by agreeing to take part in further research. You would be under no obligation to take part in this but, if you are selected in this way and you are interested a full explanation of what is involved will be given.

If you have agreed to be recontacted your contact details may also be used in order to do this.

## Our legal basis for processing your personal data

We (Ipsos and Barb) are required by law to identify the legal basis on which we process your personal data.

We process your data on the basis of 'explicit consent'. You agree to provide this data solely for the purpose of assessing the suitability of completing a face-to-face interview. Data provided for screening purposes is not used as part of the main survey or included in any of the reported results.

We process most of your personal data on the basis of 'legitimate interests'.

Barb has a legitimate interest in wanting to produce viewing figures for television programmes and commercials. Processing your personal data is the necessary means of producing viewing figures which are accurate and reliable.

Ipsos process your personal data in order to further Barb's legitimate interests and our own legitimate interests in providing research services to Barb.

Ipsos also collect personal data which includes details of ethnic background, health and disabilities. These are 'special categories' of personal data for which we are required to have an additional legal basis for processing. Our additional legal basis for these special categories is 'statistical purposes'. Processing these categories of personal data is necessary to produce statistics that broadcasters can use to work out how well their programming caters for different groups of the population.

## Who we share your personal data with

Your personal data will not be shared with anyone outside Ipsos unless you have agreed to join the Barb panel.

Barb and Barb commissioned research agencies are only provided with anonymised data and aggregated reports which cannot be used to identify any individual.