

## **Further Information on the Digital Services Customer Satisfaction Survey**

### **1. Why did I get this letter?**

I've sent you this letter to let you know that a Customer Satisfaction survey is taking place shortly, and that you may be contacted and asked to take part. We've asked a survey company, Behaviour & Attitudes, to find out about your experiences of using the website MyWelfare.ie. Behaviour & Attitudes may be ringing you to ask a few questions.

You **do not** have to take part in this survey. If you do not want to be contacted about the survey, please contact us at CustomerSatisfactionSurvey@welfare.ie and we will remove you from the dataset.

### **2. What details has the company been provided with?**

The Department provided Behaviour & Attitudes with your name and phone number only for the purpose of this one survey. The company has also been provided with some description of what category you fall into, as follows:

- Sex
- Whether you are under 30, between 30 and 45, or over 45
- The region of Ireland that you live in (i.e West, Mid-West, South-East, South-West, Dublin, Mid-East, Midland, or Border, according to the Nomenclature of Territorial Units for Statistics geocode standard)

They do not get any other information.

### **3. How was I selected?**

You were randomly selected to take part in the survey. The Department put together a dataset for Behaviour & Attitudes only with the details above. Behaviour & Attitudes are contacting a sample of people who were recipients of Jobseeker's Allowance, Jobseeker's Benefit, or Working Family Payment, who applied for their payment on MyWelfare.ie at some stage up to the end of March 2023.

### **4. How will they contact me?**

Behaviour & Attitudes will call you and ask you questions from the survey. They'll only collect one response per person.

### **5. What happens after the survey is done?**

Once the survey is done, any details about respondents provided to Behaviour & Attitudes will be deleted from their records. All the results will be anonymised; they will not be linked to you. Behaviour & Attitudes will break down the results, for example, to get the satisfaction scores for males and females, or for those under 30 and over 45 years old, etc. Your answers, or choosing not to take part, can't affect any current or future claim you might have with the Department in any way.

### **6. Why is it important to take part in this survey?**

We need to gather customer feedback on the Department of Social Protection's online services, which are provided through the site MyWelfare.ie. Our goal is to be a 'trusted digital public service provider that offers customers an easy, integrated online channel to self-serve and complete their transactions at their convenience'. To do this, we would

be grateful for you to answer the survey questions and let us know your experiences. The survey will only take a few minutes.

### **7. Is the Department allowed to use my information in this way?**

The Department can contact customers for research purposes once other requirements in the General Data Protection Regulation (GDPR) and Irish Data Protection Acts are met. Behaviour & Attitudes are contracted agents of the Statistics Unit of the Department for this survey.

The Department and Behaviour & Attitudes have a Data Processing agreement in place. This means that by law Behaviour & Attitudes can only use your data for the purposes of this survey. It also means they have to keep your data safe and secure at all times. Your answers are totally private and confidential – they can't affect any current or future claim you might have with the Department in any way. You **do not** have to take part in this survey. If you do not want to be contacted about the survey, please contact us at ***CustomerSatisfactionSurvey@welfare.ie*** and we will remove you from the dataset.

For more information, please contact [CustomerSatisfactionSurvey@welfare.ie](mailto:CustomerSatisfactionSurvey@welfare.ie) or see: [www.gov.ie/dsp/surveys](http://www.gov.ie/dsp/surveys)

or

Case Study 10, 2003, at: <https://www.dataprotection.ie/en/media/96>

**May 2023**