

DATA CONTROLLER STUDY - QUALITATIVE INTERVIEWS

INTRODUCTION

IFF conducted 20 interviews with data controllers from 29 November 2023 to 2 February 2024 to further explore and provide context to the quantitative survey findings. The main themes of the responses are summarised below.



TYPES OF PROCESSING



VIEWS ON DATA PROTECTION LEGISLATION



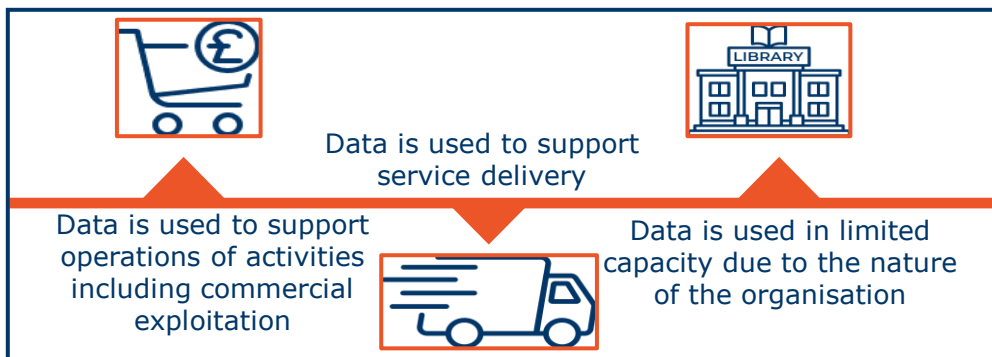
THE COSTS OF COMPLIANCE



THE ICO'S GUIDANCE FOR DATA CONTROLLERS

TYPES OF PROCESSING

1 Data use varies among organisations



2 Data controllers reacted differently following the introduction of GDPR



We had to adapt our processes. ... changes brought us benefits.

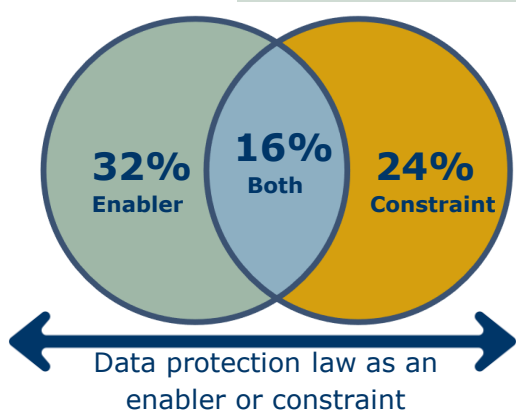


We did not change. ... we were already compliant.



We had to adapt our processes. ... we have faced some challenges.

VIEWS ON DATA PROTECTION LEGISLATION



BENEFITS

- improving the trust of customers
- clarity on DP compliance
- streamlining of existing practices

COSTS

- software and hardware costs
- DP compliance training costs
- time spent on compliance activities

3 Most feel that the benefits of the legislation outweigh the costs

+ Some organisations reported that complying with the legislation both protected consumers and boosted their trust

Example

“... And that benefits our business ... And if individuals don't feel that they are well protected then I am sure they would find alternative ways to shop.”

• Plant Nursery

+ Some organisations are experiencing unexpected benefits from the legislation

Example

“In the past we would have asked for names and addresses but now ... The consultations have a much better outcome because it's anonymous whereas previously it was attributed to them.”

• Parish Council

- A few organisations found that processes involving the use of personal data had become more challenging

Example

“Generally, in prisons the idea is we want to share information, and we want it to be as easily accessible as possible ... When we get those barriers, it slows it down.”

• Category C Adult Prison

THE COSTS OF COMPLIANCE

4 out of 10 organisations face DP compliance costs



4 Overall, organisations recognize that there are costs in complying with legislation, however, these costs are not the biggest constraints for their activities



Some viewed them as training costs



GUIDANCE FOR ORGANISATIONS

5 Data controllers accessed guidance through a wide range of sources

Common sources of guidance for organisations



- ICO guidance
- parent organisation
- trade bodies
- providers of accounting software
- other providers of guidance, such as the Citizens Advice Bureau

6 Opinions on ICO guidance varied

ICO guidance is clear



ICO guidance is too technical