International Networks GlobalScots Website Project 2020

Ethics Plan

Version: 0.9

Status: Draft

Q1 What is the name of your project	**International Networks**
Q2 Project Summary Describe what the project is and the associated activities. This can be copied from the project brief. It is to give the person signing off your plan the knowledge of the project.(eg usability testing of X site for X project with X number of rounds and X anticipated participants OR interviews of businesses/citizens for X project for X project partner with X number of rounds and X anticipated participants.	To address the shortcomings of the current platform and provide one which is more relevant, scalable and collaborative and which will be built around the customer's needs. This project will deliver a new digital platform that is customer and data centric and which is built around a 4D architecture. It will deliver a portal that will not be constrained by single roles but will recognise that both GlobalScots and companies can have more than one role in Scotland's international business community and will enable them to interact appropriately via these roles; and utilise other skills and areas of knowledge out with the industry sector that they are associated with. The platform will provide the tools for far more flexible and open collaborative working and fulfil many customers desire to 'self-serve' through a digital platform. Additionally, to help meet the challenges which are set out in the Trading Nation report, there is a need to provide more focused initiatives that will enable us to grow the network and its impact on Scotland's business growth on the world stage. To this end, a set of targeted initiatives have been identified which will be phased in over the platform delivery. Indeed, some regional 'task forces' are presently being formed and we need to ensure that we support and equip these digitally as well as materially. Research will be undertaken in the following areas: • Requesting Assistance • Providing assistance • Networking • GS Challenge (Collborative Project Spaces) • Spotlight: (Content highlighting prominent GlobalScots) • News and insight content • Eventsrototype Testing The UR will be undertaken with the following groups: • Companies using service (GS) • Companies not using service • GlobalScots providing services Staff

	• Customers in Geographically remote areas (Scottish Remote areas with communications infrastructure challenges)
Q3 Have you identified a gap in existing research, which demonstrates a need to undertake further primary research?(Refer to SE Research Guidance if needed)	No- User needs related to each sprint, will be outlined in the research plan
Q4 When identifying participant groups, what steps will you take to make sure they are diverse and relevant to the area being researched? Explain here how the project will address inclusion of diverse perspectives	• We will look at those customers in geographically remote areas • We will include customers who require assisted digital help • We will include customers who use assistive technologies • We will include customers who don't currently use the services of GS but could benefit from this
Q5 Are you collecting personal data	**No**
Q6 What legal basis for processing personal data will you use? Explain here your legal basis; ie consent by individual or for legitimate interests. (See ICO's interactive guidance tool to help you).	*Respondent skipped this question*
Q7 You need to ensure that the following 3 steps have been completed if you are collecting personal information. Have you completed a Data Protection Impact AssessmentNo (DPIA)? Has your DPIA been sent and reviewed by the Data Protectionand Information Asset (DPA) team? Has your DPIA been signed off by your Information Asset Owner?	No No
Q8 Will you offer British Sign Language (BSL) support, in the recruitment of participants for your research? Please provide more information:	**N/A**

Q9 What steps will be taken to encourage participation from excluded or disengaged groups? (for example socially disadvantaged areas, low literacy participants etc)	• We will reach out to a variety of companies of size and sectors who could use the services but don't currently and include them in the research • We will actively look for events that we can attend to find customers that are not account managed by SE (This has been reviewed in light of Corona Virus situation. We are now using telephony/online communication methods) • We will make an effort to go to them rather than ask them to come to us (This has been reviewed in light of Corona Virus situation. We are now using telephony/online communication methods) • We will ensure we comply with reading age guidelines for our information • We are investigating how best to reach these groups under Corona Virus restrictions. We are aware that they may have disadvantages due to communications infrastructure challenges. (I.e lack of internet or smartphone access)
Q10 What steps will be taken to ensure all participants can understand and give permission? Check any permissions guidance (if providing to participants) is at the national average reading age (see guidance on mygov.scot) Get it checked by a content designer or test it with participants before research begins or in pilots.	All participants will be provided with a verbal outline of the research permissions document prior to UR sessions and also be given a copy to keep which also has details of SE's privacy policy . All face to face particpants will be asked to sign the permissions document. All online participants is sent to remote participants beforehand.
Q11 Will your permissions guidance tell the participants: The purpose of the project	**Yes**

Who will have access to the information collected	**Yes**
They can withdraw at any time	**Yes**
How information will be securely stored	**Yes**
How long information will be stored for	**Yes**
Confirm they have received a copy of their rights, what happened during the research and how to contact you	**Yes**
Q12 If your research will include children (under 16) have they given permission to opt-in?	**N/A**
Q13 Provide a reason why?	**Research will not include participants under 16**
Q14 How will you ensure they understand the purpose of research and what is expected from them?	**As part of the beginning of the research session the purpose of the research and what is expected of the participants is explained to them**
Q15 Will any participants need extra assistance to understand and give permission? BSL Interpreter Carer/helper (proxy) Under 13	No No No No
Q16 When designing the research materials and analysis, what steps will you take to reduce bias? Consider: Identifying relevant biases and suggest ways to mitigate. Think about what measures re in place to ensure that the reporting and interpreting of findings protects against distortion and bias? Refer to: Appendix 3 - 20 cognitive biases that screw up your decisions SE Unconscious Bias Training guidance)	• Ensure that everyone is treated fairly • Ensure that participants will not be offended by any content • Ensure that playback sessions do likewise
Q17 When designing the research engagement and materials, what steps will you take to identify individual needs? Describe what steps you have taken here. For example, check questions have a low reading age, use the mygov.scot guide to readability, and have been checked by a content expert in the area.	• We work closely with our UX and service designers who are aware of design credentials • Design crits could also take place There is also a UX content team member in place who can help

Q18 Will there be QA of outputs and reports by a senior researcher not involved in the project?	No: It is understood that the lead researcher will review QA which should be sufficient alongside the project team
Q19 Will there be a co-sensemaking session with participants to analyse the results?	**YES**
Q20 How do you plan to share your findings and who will you share them with? Consider: what elements of the research you are going to discuss? what are the most effective and efficient ways of explaining this? what report format best meets the need of the customers/service providers/users? what accessibility measures are in place to ensure information is available to all?	• Playbacks will be organised at the end of each sprint • Improvements to the service based on customer insight will be uploaded to GitHub and customers provided with link to access (https://scotentsd.github.io/feedback/international.html) • We will offer to issue hard copies for anyone that wishes to receive in this way
Q21 Do you need to 'over sample' certain groups, or weight the data? Consider: identifying the different types of people that make up the target population, working out proportions needed for the sample to be representative? (See "what is sampling?" for more information)	We will use relationship managers to reach out to the GlobalScot community
Q22 Will your questions cover stressful or sensitive subjects? Consider: how will you reduce stress? what are you doing to keep the interview length to a minimum? is there post-interview support? are you informing the participant that they can stop at any time? n/a	**YES**
Q23 Are interviewers properly trained and vetted (if required)?	**YES**
Q24 Do you and other researchers have the appropriate level of disclosure (for the purpose of the project)?	**N/A**
Q25 Explain what procedures are in place to ensure the safety of all researchers and participants? For example, if there will be home visits for the research. Consider: contacting participants in advance to explain format and introduce yourself check who participant is more comfortable with (2 female/2 male/mixed researchers) researchers checking in with a designated colleague before and after home visits	**N/A**
Q26 Explain what procedures will be in place to ensure participant confidentiality? Consider: how	SE's retention policy will be relayed and participants will have a copy of SE privacy policy. In addition, it will

this will be communicated to the participant? how the information will be kept and disposed of securely? where the information will be kept securely? how notes will be disposed of? how to ensure the information is disposed of within the correct timescale? how you will tell the participant about this?	be explained to participants how we analyse the data from sessions and they will be reassured that at no time will any of the information or feedback that they provide be identifiable directly to them.