

Privacy Notice

How the Tellmi evaluation study processes data

Background

By the age of 24, three-quarters of adults would have experienced their first symptoms of poor mental health. However, young people who experience symptoms of poor mental health and well-being are less likely to seek professional help because of barriers to seeking help and barriers to accessing these services. Because of these, many young people possibly remain unsupported at a time when early intervention can impact mental health trajectory as they transition into adulthood. Social support and encouragement have been found to aid young people through the help-seeking process.

With increasing access to the internet among young people globally, digital health technologies are considered promising supplements and solutions for addressing young people's mental health. Digital peer support has been described as one of the most transformational features of the internet. It allows young people with mental health and wellbeing challenges to get support and advice from young people with similar lived experiences. Online environments provide platforms for anonymous open discussions about personal experiences and can aid younger people in gaining a greater understanding of their mental health and self.

The Tellmi app is a digital support tool that has placed peer support at the centre of its mental health and well-being intervention. On Tellmi, young people aged 11-25 can talk anonymously about anything that is worrying them and get advice and support from people of the same age. A recent independent evaluation by the Anna Freud Centre found that Tellmi had a range of positive impacts on young people's mental health and well-being. However, survey responses were mostly from young people aged 13-15 and the impact of Tellmi on those 18 years and older had not been fully captured. In this current study, we will be focusing on investigating the impacts of Tellmi on the mental health and well-being of users aged 18-25-years.

How will the data be processed?

We will only collect your data with permission, by asking for your consent to participate in the survey. Only after you have given consent will you be asked to complete a questionnaire or take part in an online interview. Once you have completed the survey or participated in an interview, your data will be processed for research use. It will be stored securely and confidentially. We will de-identify the research data, so you cannot be identified from it.

When completing your online questionnaire or taking part in an online interview, all information you provide is confidential. Online questionnaires and interviews are administered on University of Bristol owned computer systems. Your research data and personal details are kept separately. No researcher will see your name linked to your research data and your research data will only be accessed by members of the study team undertaking statistical and qualitative analyses.

If you take part in an interview the audio file will be securely transferred to the Transcription Company, who will type up the interview. During this process, any personal data, such as names, or other identifiable information will be removed.

After the completion of the study, anonymized survey answers and interview transcripts may be shared with other researchers for use in other studies (on request). All such requests for sharing will be reviewed by the University of Bristol.

What is the purpose of data processing?

We are processing data to address the research questions on the impact of engaging with Tellmi on the mental health and wellbeing of young adults. Specifically, the objectives of the study are:

- To determine the socio-demographic characteristics of young adult users
- To examine whether engaging with the Tellmi App influences the mental health and wellbeing of young adult users aged 18-25 years-old
- To qualitatively explore the experience of young adult users engaging with the Tellmi app

What is the legal basis for processing the data?

All research data will be handled according to the principles of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. We are processing the data for a public interest task, with the lawful legal basis defined in Article 6 (1) (a) of GDPR. We are also processing data on ethnicity, which is classed as sensitive data, under the additional legal basis provided by Article 9 (2) of the GDPR. This underpins processing as necessary for reasons of public interest in public health, and for archiving, research and statistical purposes.

How do we keep the data safe?

The Chief Investigator and the research team will preserve the confidentiality of participants in accordance with the Data Protection Act 2018. All data will be de-identified and stored in a secure and encrypted Safe Haven folder located in the University of Bristol, and appropriately backed up.

How long will we store the data for the purpose of the study?

Sensitive personal data held by the University of Bristol for the purposes of sending invites and survey links to participants will be deleted on completion of the study which is 31st August 2023.

In accordance with the University of Bristol's 'Guidance on the Retention of Research Records and Data For studies involving human participants, their tissue and/or human data', the de-identified data will be retained for ten years. It will then be destroyed in accordance with the [University of Bristol's Records Management and Retention Policy](https://www.bristol.ac.uk/media-library/sites/secretary/documents/information-governance/records-management-and-retention-policy.pdf) (IGP-03) available at: <https://www.bristol.ac.uk/media-library/sites/secretary/documents/information-governance/records-management-and-retention-policy.pdf>

What are your rights?

The data is held solely for research purposes. As an individual you have a right to be informed about the study, its use of the data, and how long we will hold the data for. You have a right to opt out to the use of your data in the study.

You can request for your data to be erased at any point during the study using the contact information below. However, survey responses will be anonymised after 2 weeks, and it may not be possible to withdraw the anonymised data from the study after this point.

Study Contact Information

If you are concerned about how the study might process any of your personal data, please contact the study researchers:

Online surveys:

- Dr Theresa Redaniel, Senior Lecturer: Theresa.Redaniel@bristol.ac.uk
- Dr Chris Penfold, Research Fellow: Chris.Penfold@bristol.ac.uk

Interviews and general study enquiries:

- Dr Lucy Biddle, Associate Professor: Lucy.Biddle@bristol.ac.uk

NIHR ARC West*, Population Health Sciences, Bristol Medical School, University of Bristol, 9th Floor, Whitefriars, Lewins Mead, Bristol, BS1 2NT

**NIHR ARC West is the National Institute for Health Research Applied Research Collaboration West* <https://arc-w.nihr.ac.uk/>

You may also contact the University of Bristol Data Protection Officer:

Henry Stuart
Information Governance Manager & Data Protection Officer
University Secretary's Office
University of Bristol
Email: henry.stuart@bristol.ac.uk
Phone: 0117 455 6325

The University of Bristol has information on individual rights and privacy at the following link:

<http://www.bristol.ac.uk/secretary/data-protection/policy/research-participant-fair-processing-notice>