

# Cash-First Programme Evaluation

## Privacy notice for collecting information from service beneficiaries (people who have accessed Cash-First services)



### Information about ekosgen (part of GC Insight)

**ekosgen** was founded in Glasgow 2002 as a specialist research and consultancy firm focusing on skills, sector research, and economic and social development. We have offices in Glasgow, London and Manchester, and a staff team of 25.

Since 2021 ekosgen has been part of The Growth Company, an award-winning, accredited social enterprise with a mission to enable growth, create jobs and improve lives. In 2023, **GC Insight** was established as part of the Growth Company, bringing together the expertise of ekosgen with a company called Winning Moves and other staff within the Growth Company. This gives us access to team of over 50 people.

ekosgen takes your privacy very seriously and we are committed to protecting your personal information and the information you provide whilst conducting research with us. Please read this Privacy Notice carefully and contact us with any questions.

### Why we are asking for this information

ekosgen has been asked by the Scottish Government to evaluate a programme of activity called “Cash-First”. Cash-First might be called different things in different areas, so you might know it as something else.

Over the duration of the programme, we will assess the impacts of Cash-First. This involves speaking to and obtaining information from a large number of people, including people who have used the service (“service beneficiaries”), people who are eligible for but have not accessed the service, organisations involved in delivering the service and organisations referring in to the service or providing other support services in the local area.

### What data we are asking for

In order to evaluate the programme, we are asking you to share details of your experiences of accessing the service and what impact it has had on you. You do not need to tell us anything you do not want to and any information you share will be confidential.

### How we will use your information

We will ensure that any information we obtain will be completely anonymised before it is analysed by our team, so that it will not be possible to identify you from the information you share. We will analyse the information we have to understand how Cash-First has impacted on people’s lives. We will not share your data with anyone outside the evaluation team.

The information we gather will help us produce an in-depth and meaningful evaluation of Cash-First. We will produce two reports for Scottish Government at key points in the programme, including a final report in March 2026. We will also produce a number of case studies that explore key organisation learning points and service beneficiaries’ experiences.

All our reporting and case studies will use anonymous and anonymised data, and no individual will be identified or identifiable in reports or case studies. Reports and case studies will be shared with the Scottish Government. Final reports highlighting key learnings will be published online on the Scottish Government website.

Your data will **only** be used for the purposes of this evaluation.

### How we will store your information

Your information will be securely stored. We will protect the confidentiality of your information in accordance with our normal data handling procedures and all legal requirements. We will not use it for any purposes other than those which are set out in this Notice. We are committed to keeping personal data secure and take all reasonable technical and organisational measures to protect personal data from loss, misuse or alteration.

Most of the information we collected will be digitally based and will be stored securely on our secure server. It will only be accessible by the named evaluation team.

Any paper information we hold will be kept securely locked and again only accessible by the evaluation team.

Your data will not be transferred or stored outside the UK or European Economic Area (EEA).

### How long we will keep your data

The length of time we hold your personal information varies depending upon the type of information and its use. We will hold your personal information on our systems only for as long as necessary to provide research services to our clients, and will anonymise data where possible, securely deleting personal data associated with it at the earliest possible point.

For this project, we intend to delete data from our systems immediately following completion of the evaluation, through secure digital deletion. This is currently scheduled for March 2026.

### Your rights

Co-operation in research is voluntary at all times regardless of what the research is about or who our client is. You are entitled at any stage to ask that your personal data be destroyed or deleted and we will carry out such a request. This can be requested during the interview itself or afterwards. You have the right to access any personal data that we process relating to you. We may ask for verification of your identity before releasing any information to you.

### What to do if you think we have not met our obligations or want to make a complaint

If you have any concerns about how we are collecting, processing, storing or disposing of your data, please contact our Data Protection Officer, Lee Williamson ([lee.williamson@ekosgen.co.uk](mailto:lee.williamson@ekosgen.co.uk)).

You also have the right to make a complaint to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data. You can do this online:

<https://ico.org.uk/make-a-complaint/data-protection-complaints/personal-information-complaint/>

Or contact the ICO by phone: **0303 123 1113**