



Privacy Notice for HMCTS Reform Programme Evaluation

Who we are

His Majesty's Courts & Tribunal Service (HMCTS): HMCTS is an executive agency of the Ministry of Justice (MoJ) that is responsible for the administration of criminal, civil and family courts and tribunals in England and Wales with the goal of providing access to justice through easy-to-use services.

IFF Research: IFF Research is an independent research agency, working across the public, private and voluntary sectors. We have been contracted by HMCTS to deliver Reform Programme Evaluation.

For more information, please visit the websites below:

- [HM Courts and Tribunal Service](#)
- [Ministry of Justice](#)
- [IFF Research](#)

Roles

For the purposes of this research, under the definitions of the General Data Protection Regulation (GDPR), the role of each involved party is as follows:

- **The Data Controller:** His Majesty's Courts & Tribunal Service (HMCTS) / Ministry of Justice (MoJ)
- **Data Processor:** IFF Research
 - **Data Subjects:** HMCTS staff, Judges, Magistrates, Legal Professionals, CJS partners (inc. Police, Non Police Prosecutors, Prison, Probation), Crown Prosecution Service staff, SJS Defendants.

What information will be collected and how will it be used?

The aim of this project is to help HMCTS and MoJ understand and evaluate the implementation and impact of the HMCTS Reform Programme. The Reform Programme, which sits within the wider HMCTS Reform Programme¹ involved the re-design of many end-to-end court processes in the Crime jurisdiction, enabled by a new digital system called Common Platform, first introduced in 2016.

¹ [The HMCTS Reform Programme - GOV.UK \(www.gov.uk\)](#)



Your personal information and any identifiable data you provide (e.g., responses to surveys or interviews) will be kept confidential and secure, in line with the [Market Research Society Code of Conduct](#) and the UK General Data Protection Regulation (GDPR). IFF Research is [ISO 27001](#) and [Cyber Essentials Plus](#) accredited for data security.

A final report of findings will be published at the end of the research. Any research findings that are published or shared outside IFF Research (including shared with HMCTS and MoJ) will not contain any information that could be used to directly identify you, such as your name or contact details.

The nature of your personal data we will be using

Data protection legislation determines how, when, and why any organisation can process personal data. 'Personal data' means any information which can identify someone. 'Processing' means any actions performed on personal data, including collection, storage, alteration or deletion.

These laws exist to ensure that your data is managed safely and used responsibly. They also provide you with certain rights in respect of your data and creates a responsibility on HMCTS, MoJ and their contractors to provide you with certain information.

The categories of your personal data that we may be using for this project are:

- your name,
- your contact information (e.g., telephone number and email address),
- your job role (if professional user),
- any other personal data you choose to disclose during the research (e.g., through interviews or surveys).

Why our use of your personal data is lawful

In order for our use of your personal data to be lawful, we need to meet one (or more) conditions in the data protection legislation. For the purpose of this project, the relevant conditions are:

- Article 6(1)(e) GDPR, for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.
- Article 9 (2)(b) For the purposes of carrying out the obligations and exercising the specific rights of the controller in the field of employment, social security, and social protection law.



- Article 9 (2)(j) For archiving purposes in the public interest, scientific or historical research purposes or statistical purposes.

With whom we will be sharing the data

Your personal identifiable data will be shared with IFF Research, who are an independent research organisation conducting this research on behalf of HMCTS and the Ministry of Justice (MoJ).

For how long we will keep the personal data, or criteria used to determine the retention period.

IFF Research will retain your personal data for the duration of the study (including any extension) and then beyond up to a total of 12 months, in line with GDPR regulations. After this time, it will be securely deleted. For the data for which both parties are Independent Controllers, the data will be retained in line with the parties' professional and regulatory obligations.

Your rights, e.g. access, rectification, erasure

The data we are collecting is your personal data, and you have rights that affect what happens to it. You have the right to:

- a. know that we are using your personal data
- b. see what data we have about you
- c. ask to have your data corrected, and to ask how we check the information we hold is accurate
- d. complain to the ICO (see below)

Both HMCTS and MoJ publish Personal Information Charters providing information about how they handle personal information, available here:

- [HMCTS](#)
- [MoJ](#)

You have a right to have a copy of your data, change your data, or withdraw from the research at any point until analysis begins on 1st November 2025. If you'd like to do this, please email IFF Research at CrimeProgrammeResearch@iffresearch.com or visit the website the IFF website: www.iffresearch.com/gdpr.

Storage, security and data management

Your personal data will be transferred securely between HMCTS, MoJ and IFF Research. IFF Research will store your data in a secure folder, for which access is restricted to approved, authorised as needs basis for the purposes of this research



project. Your personal data, or any data produced if you participate in the research, will be securely deleted from the IFF servers up no later than 6 months after the research is complete (currently expected to be January 2027).

Complaints and contact information

Any project queries should be sent in the first instance to CrimeProgrammeResearch@iffresearch.com. You can also leave a message for the IFF Research team on 020 7250 3035, mentioning the “HMCTS Reform Programme Evaluation”. You can verify that this is genuine HMCTS and MoJ research by contacting HMCTS.evaluation@justice.gov.uk.

When we ask you for information, we will keep to the law, including the Data Protection Act 2018, the UK General Data Protection Regulation. If you are not happy with how we are using your personal data, you should first contact DataProtection@justice.gov.uk, marking your email for the attention of the ‘DPO’.

If you are still not happy, or for independent advice about data protection, privacy and data sharing, you can contact:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow, Cheshire,
SK9 5AF

Telephone: 0303 123 1113 or 01625 545 745
<https://ico.org.uk/>

Last updated

We may need to update this privacy notice periodically, so we recommend that you revisit this information from time to time. This version was last updated on 28/07/2025.