

Topic 4.2.2: Privacy and Confidentiality when other people are present

Sometimes when we do research, there are other people around. In this unit we'll talk about privacy when there are other people around during the research.



You might also need to think about **privacy and confidentiality** when participants bring someone else with them. This could include a family member or guardian, or someone who is supporting them. For example, some participants need help getting to the place where the research is or need help from other people to use email or video chat.

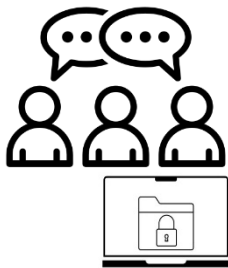


It is important to think about collecting information in ways that their supporter can't overhear if the participant doesn't want them to. You can also talk to the supporter and remind them they shouldn't share what they learn with anyone else.

You can also think about if the support person should sign an agreement saying they won't share the participant's information with other people.

When there is a supporter helping the participant, make sure you still talk directly to the participant. Supporters can sometimes help you figure out the best way to communicate with the participant.

Remember, their job is to help, not to speak for the participant. If you are ever worried about what's happening, take a break or stop the research and talk to your project leader.



If you are gathering information in a group, like a focus group, it is important to tell everyone that the information shared should be kept confidential and not shared with other people outside of the group. Unfortunately, you can't promise everyone will keep the information confidential.

You also want to be sure you use devices that have passwords and keep paper copies in locked files and locked drawers. If you are bringing information somewhere, your team will make a plan to keep it safe while you travel.