

1 - Do you use personal information about your customers to carry out your business?

- I. Total participation = 352
- II. Yes = 245 (69.60%)
- III. Some = 34 (9.65%)
- IV. Little = 61 (17.32%)
- V. None = 12 (3.4%)

2 – Do you record personal information about your staff? (e.g., payroll, HR files etc.)

- I. Total participation = 351
- II. Yes = 302 (86.03%)
- III. Some = 17 (4.84%)
- IV. Little = 15 (4.27%)
- V. None = 17 (4.84%)

3 - Do you feel well informed about your obligations under the General Data Protection Regulation?

- I. Total participation = 352
- II. Yes = 142 (40.34%)
- III. Some = 145 (41.19%)
- IV. Little = 47 (13.35%)
- V. None = 18 (5.11%)

4 - Are you confident that your staff have sufficient information to operate in accordance with your obligations under GDPR?

- I. Total participation = 350
- II. Yes = 102 (29.14%)
- III. Some = 144 (41.14%)
- IV. Little = 73 (20.85%)
- V. None = 31 (8.85%)

5 - Did your company organize data protection training for staff in advance of GDPR?

- I. Total participation = 351
- II. Yes = 138 (39.31%)
- III. Some = 67 (19.08%)
- IV. Little = 54 (15.38%)
- V. None = 92 (26.21%)

6 - Did you review your personal data processing activities in preparation for the GDPR?

- I. Total participation = 351
- II. Yes = 134 (38.17%)
- III. Some = 90 (25.64%)
- IV. Little = 58 (16.52%)
- V. None = 69 (19.65%)

7 - Did you change any of your activities in response to the review in 6, above?

- I. Total participation = 338
- II. Yes = 128 (37.86%)
- III. Some = 85 (25.14%)
- IV. Little = 57 (16.86%)
- V. None = 68 (20.11%)

8 - Does your company use subcontractors who process personal data on your behalf (e.g., accounting services, operators of CCTV, IT services)?

- I. Total participation = 351
- II. Yes = 174 (49.57%)
- III. Some = 29 (8.26%)
- IV. Little = 37 (10.54%)
- V. None = 111 (31.62%)

9 - If your company uses subcontractors, do you have data processing agreements in place?

- I. Total participation = 315
- II. Yes = 156 (44.44%)
- III. Some = 44 (12.53%)
- IV. Little = 17 (4.84%)
- V. None = 98 (27.92%)

10 - Do you consider compliance with the GDPR to be important to the future business success of your company?

- I. Total participation = 350
- II. Yes = 200 (57.14%)
- III. Some = 57 (16.28%)
- IV. Little = 49 (14%)
- V. None = 44 (12.57%)

11 - Do you use a website as part of your business activities?

- I. Total participation = 353
- II. Yes = 291 (82.43%)
- III. No = 57 (16.14%)
- IV. Don't know = 1 (.28%)
- V. Not applicable = 4 (1.13%)

12 - Do you use cookies to track customer engagement and behavior?

- I. Total participation = 351
- II. Yes = 154 (43.87%)
- III. No = 122 (34.75%)
- IV. Don't know = 46 (13.10%)
- V. Not applicable = 29 (8.26%)

13 - Do you use direct marketing (online or postal) to engage with customers?

- I. Total participation = 352
- II. Yes = 167 (47.44%)
- III. No = 158 (44.86%)
- IV. Don't know = 15 (4.26%)
- V. Not applicable = 12 (3.40%)

14 - Do you keep a mailing list of customers?

- I. Total participation = 350
- II. Yes = 168 (48%)
- III. No = 145 (41.42%)
- IV. Don't know = 23 (6.57%)
- V. Not applicable = 14 (4%)

15 - Do you keep customer financial information on record?

- I. Total participation = 351
- II. Yes = 137 (39.03%)
- III. No = 173 (49.28%)
- IV. Don't know = 27 (7.69%)
- V. Not applicable = 14 (3.98%)

16 - Do you have policies in place for the protection of the personal data that arises from engagement with customers?

- I. Total participation = 352
- II. Yes = 244 (69.31%)
- III. No = 46 (13.06%)
- IV. Don't know = 45 (12.78%)
- V. Not applicable = 17 (4.82%)

17 - Are your staff aware of these policies?

- I. Total participation = 352
- II. Yes = 226 (64.20%)
- III. No = 44 (12.5%)
- IV. Don't know = 50 (14.20%)
- V. Not applicable = 32 (9.09%)

18 - Are these policies available to customers?

- I. Total participation = 350
- II. Yes = 204 (58.28%)
- III. No = 72 (20.57%)
- IV. Don't know = 44 (12.57%)
- V. Not applicable = 30 (8.57%)

19 - Does your company have a policy in place to respond to Access Requests?

- I. Total participation = 350
- II. Yes = 186 (53.14%)
- III. No = 93 (26.57%)
- IV. Not applicable = 36 (10.28%)
- V. Don't know = 35 (10%)

20 - Is this policy published on your website?

- I. Total participation = 350
- II. Yes = 143 (40.85%)
- III. No = 120 (34.28%)
- IV. Not applicable = 54 (15.42%)
- V. Don't know = 33 (9.42%)

21 - Do you inform customers what data you are collecting about them and why you need it?

- I. Total participation = 355
- II. Yes = 263 (74.08%)
- III. No = 41 (11.54%)
- IV. Not applicable = 26 (7.32%)
- V. Don't know = 25 (7.04%)

22 - Do you have a retention policy governing the deletion of data?

- I. Total participation = 353
- II. Yes = 167 (47.30%)
- III. No = 91 (25.77%)
- IV. Not applicable = 42 (11.89%)
- V. Don't know = 53 (15.01%)

23 - Do you hold any special category data on individuals (e.g., ethnic origin, religious beliefs etc.)?

- I. Total participation = 351
- II. Yes = 53 (15.09%)
- III. No = 285 (81.19%)
- IV. Not applicable = 9 (2.54%)
- V. Don't know = 4 (1.13%)

24 - Do you share personal data with third parties as part of a commercial transaction for profit (e.g., selling data to marketing companies)?

- I. Total participation = 353
- II. Yes = 12 (3.39%)
- III. No = 338 (95.75%)
- IV. Not applicable = 3 (.84%)
- V. Don't know = 0

25 - Do you make customers/staff aware that their information is being passed on?

- I. Total participation = 315
- II. Yes = 52 (16.50%)
- III. No = 28 (8.88%)
- IV. Not applicable = 225 (71.42%)
- V. Don't know = 10 (3.17%)

26 - Do you have controls in place to govern who on your staff can access personal data records?

- I. Total participation = 352
- II. Yes = 264 (75%)
- III. No = 48 (13.63%)
- IV. Not applicable = 27 (7.67%)
- V. Don't know = 13 (3.69%)

27 - Do you use firewalls, passwords and antivirus software to protect your computer systems?

- I. Total participation = 353
- II. Yes = 336 (95.18%)
- III. No = 9 (2.54%)
- IV. Not applicable = 5 (1.41%)
- V. Don't know = 3 (.84%)

28 - Do you use encryption software for your computers?

- I. Total participation = 352
- II. Yes = 137 (38.92%)
- III. No = 142 (40.34%)
- IV. Not applicable = 17 (4.82%)
- V. Don't know = 56 (15.90%)

29 - Do your staff use laptops in the course of their work?

- I. Total participation = 351
- II. Yes = 229
- III. No = 107
- IV. Not applicable = 15
- V. Don't know = 0

30 - Are you satisfied that equal security standards are in place for staff working remotely?

- I. Total participation = 347
- II. Yes = 216 (62.24%)
- III. No = 21 (6.05%)
- IV. Not applicable = 86 (24.78%)
- V. Don't know = 24 (6.91%)

31 - Do you keep hard copies of personal data (staff or customer) on file?

- I. Total participation = 352
- II. Yes = 272 (77.27%)
- III. No = 62 (17.61%)
- IV. Not applicable = 14 (3.97%)
- V. Don't = 4 (1.13%)

32 - Do you restrict access to these files?

- I. Total participation = 351
- II. Yes = 277 (78.91%)
- III. No = 14 (3.98%)
- IV. Not applicable = 53 (15.09%)
- V. Don't know = 7 (1.99%)

33 - Do you have the capacity to securely and completely delete personal data if required?

- I. Total participation = 353
- II. Yes = 252 (71.38%)
- III. No = 30 (8.49%)
- IV. Not applicable = 17 (4.81%)
- V. Don't know = 54 (15.29%)

34 - Do you have a process in place to deal with Access Requests from individuals?

- I. Total participation = 352
- II. Yes = 187 (53.12%)
- III. No = 98 (27.84%)
- IV. Not applicable = 32 (9.09%)
- V. Don't know = 35 (9.94%)

35 - Are your staff aware of how to implement this process?

- I. Total participation = 353
- II. Yes = 190 (53.82%)
- III. No = 83 (23.51%)
- IV. Not applicable = 42 (11.89%)
- V. Don't know = 38 (10.76%)

36 - Do you publish information about making access requests on your website?

- I. Total participation = 351
- II. Yes = 134 (38.17%)
- III. No = 119 (33.90%)
- IV. Not applicable = 69 (19.65%)
- V. Don't know = 29 (8.26%)

37 - Do you publish your privacy policy on your website?

- I. Total participation = 352
- II. Yes = 190 (53.97%)
- III. No = 80 (22.72%)
- IV. Not applicable = 61 (17.32%)
- V. Don't know = 21 (5.96%)

38 - Do you know whether your organization is required to keep records of its processing activities?

- I. Total participation = 353
- II. Yes = 132 (37.39%)
- III. No = 84 (23.79%)
- IV. Not applicable = 29 (8.21%)
- V. Don't know = 108 (30.59%)

39 - Do you keep records of processing activities?

- I. Total participation = 353
- II. Yes = 134 (37.96%)
- III. No = 119 (33.71%)
- IV. Not applicable = 43 (12.18%)
- V. Don't know = 57 (16.14%)

40 - Do you make individuals aware – at the point of collection – of the reasons you need their data, the length of time you will keep it and any details of third parties you will share the information with?

- I. Total participation = 352
- II. Yes = 242 (68.75%)
- III. No = 49 (13.92%)
- IV. Not applicable = 42 (11.93%)
- V. Don't know = 19 (5.39%)



41 - Are you required to appoint a Data Protection Officer?

- I. Total participation = 350
- II. Yes = 166 (47.42%)
- III. No = 108 (30.85%)
- IV. Not applicable = 16 (4.57%)
- V. Don't know = 60 (17.14%)

42 - Have you appointed a Data Protection Officer?

- I. Total participation = 352
- II. Yes = 194 (55.11%)
- III. No = 109 (30.96%)
- IV. Not applicable = 34 (9.65%)
- V. Don't know = 15 (4.26%)

43 - Do you factor data protection concerns into your business plans and projects?

- I. Total participation = 353
- II. Yes = 235 (66.57%)
- III. No = 49 (13.88%)
- IV. Not applicable = 36 (10.19%)
- V. Don't know = 33 (9.34%)

44 - Have you conducted a Data Protection Impact Assessment?

- I. Total participation = 350
- II. Yes = 79 (22.57%)
- III. No = 222 (63.48%)
- IV. Not applicable = 22 (6.28%)
- V. Don't know = 27 (7.71%)

45 - Have you changed or halted project plans in response to data protection concerns?

- I. Total participation = 352
- II. Yes = 60 (17.04%)
- III. No = 216 (61.36%)
- IV. Not applicable = 46 (13.06%)
- V. Don't know = 30 (8.52%)

46 - Do you know what type of legal basis you rely on for processing personal data?

- I. Total participation = 353
- II. Yes = 256 (72.52%)
- III. No = 56 (15.86%)

- IV. Not applicable = 9 (2.54%)
- V. Don't know = 32 (9.06%)

47 - If you rely on consent to process personal data, are you satisfied that you would be able to demonstrate to an authority how you have obtained this consent?

- I. Total participation = 349
- II. Yes = 245 (70.20%)
- III. No = 31 (8.88%)
- IV. Not applicable = 44 (12.60%)
- V. Don't know = 29 (8.30%)

48 - Is your organization equipped to respond when an individual withdraws their consent?

- I. Total participation = 349
- II. Yes = 221 (63.32%)
- III. No = 70 (20.05%)
- IV. Not applicable = 19 (5.44%)
- V. Don't know = 39 (11.17%)

49 - Do you process children's personal data as part of your business (for the purposes of this survey, anyone aged 16 and under)?

- I. Total participation = 352
- II. Yes = 76 (21.59%)
- III. No = 263 (74.71%)
- IV. Not applicable = 8 (2.27%)
- V. Don't know = 5 (1.42%)

50 - Is your business subject to other laws governing retention-periods for records (e.g., medical/dental records)?

- I. Total participation = 352
- II. Yes = 105 (29.82%)
- III. No = 209 (59.37%)
- IV. Not applicable = 22 (6.25%)
- V. Don't know = 16 (4.54%)

51 - Do you transfer personal data outside of the EEA?

- I. Total participation = 352
- II. Yes = 48 (13.63%)
- III. No = 288 (81.81%)
- IV. Not applicable = 8 (2.27%)
- V. Don't know = 8 (2.27%)

52 - Do you use cloud-based services whose servers are located outside the EEA?

- I. Total participation = 352
- II. Yes = 48 (13.63%)
- III. No = 263 (74.71%)
- IV. Not applicable = 7 (1.98%)
- V. Don't know = 34 (9.65%)

53 - Do you operate CCTV on your business premises?

- I. Total participation = 352
- II. Yes = 144 (40.90%)
- III. No = 198 (56.25%)
- IV. Not applicable = 3 (.85%)
- V. Don't know = 7 (1.98%)

54 - Do you keep an audit log of who has access to the CCTV footage?

- I. Total participation = 349
- II. Yes = 103 (29.51%)
- III. No = 64 (18.33%)
- IV. Not applicable = 148 (42.40%)
- V. Don't know = 34 (9.74%)

55 - Are there public notices in place, alerting people to the presence of CCTV in the area?

- I. Total part = 344
- II. Yes = 142 (41.27%)
- III. No = 17 (4.94%)
- IV. Not applicable = 174 (50.84%)
- V. Don't know = 11 (3.19%)

56 - Do you use biometric data to monitor staff (e.g., thumbprint scanners)?

- I. Total participation = 353
- II. Yes = 22 (6.23%)
- III. No = 297 (84.13%)
- IV. Not applicable = 33 (9.34%)
- V. Don't know = 1 (.28%)

57 - Do you use GPS technologies to monitor staff off-site (e.g., delivery drivers)?

- I. Total participation = 353
- II. Yes = 47 (13.31%)
- III. No = 265 (75.07%)
- IV. Not applicable = 36 (10.19%)

V. Don't know = 5 (1.41%)

58 - Do you have policies in place to govern the use of surveillance and monitoring technologies?

I. Total participation = 349

II. Yes = 104 (29.79%)

III. No = 99 (28.36%)

IV. Not applicable = 133 (38.10%)

V. Don't know = 13 (3.72%)

59 - Do you use cloud-based services whose servers are located outside the EEA?

I. Total participation = 351

II. Yes = 42 (11.96%)

III. No = 238 (67.80%)

IV. Not applicable = 32 (9.11%)

V. Don't know = 39 (11.11%)

60 - Do you have a policy in place to deal with breaches of personal information (e.g., loss or theft of data, employee error)?

I. Total participation = 351

II. Yes = 133 (37.89%)

III. No = 151 (43.01%)

IV. Not applicable = 19 (5.41%)

V. Don't know = 48 (13.67%)

61 - Has your organization ever had a data breach?

I. Total participation = 353

II. Yes = 20 (5.66%)

III. No = 296 (83.85%)

IV. Not applicable = 6 (1.69%)

V. Don't know = 31 (8.78%)

62 - Was the breach notified to your data protection authority?

I. Total participation = 333

II. Yes = 12 (3.60%)

III. No = 51 (15.31%)

IV. Not applicable = 251 (75.37%)

V. Don't know = 19 (5.70%)

63 - Did you inform the affected individuals of the breach?

I. Total participation = 332

II. Yes = 15 (4.51%)

III. No = 34 (10.24%)

- IV. Not applicable = 266 (80.12%)
- V. Don't know = 17 (5.12%)

64 - Did you change any of your business practices or security measures as a result of the breach?

- I. Total participation = 332
- II. Yes = 21 (6.32%)
- III. No = 29 (8.73%)
- IV. Not applicable = 264 (79.51%)
- V. Don't know = 18 (5.42%)

65 - Was it easy to engage with your data protection authority about the breach?

- I. Total participation = 329
- II. Yes = 17 (5.16%)
- III. No = 14 (4.25%)
- IV. Not applicable = 264 (80.24%)
- V. Don't know = 34 (10.33%)

66 - Do you think it is likely that you will experience the same kind of breach in the future?

- I. Total participation = 344
- II. Yes = 18 (5.23%)
- III. No = 106 (30.81%)
- IV. Not applicable = 118 (34.30%)
- V. Don't know = 102 (29.65%)

67 - Do you have staff working remotely as a result of Coronavirus?

- I. Total participation = 352
- II. Yes = 222 (63.06%)
- III. No = 114 (32.38%)
- IV. Not applicable = 16 (4.54%)
- V. Don't know = 0

68 - Do your staff have access to personal information (employee or customer) while working remotely?

- I. Total participation = 349
- II. Yes = 154 (44.12%)
- III. No = 126 (36.10%)
- IV. Not applicable = 64 (18.33%)
- V. Don't know = 5 (1.43%)

69 - Have you adjusted your data protection policies to respond to remote working needs?

- I. Total participation = 349
- II. Yes = 137 (39.25%)
- III. No = 87 (24.92%)
- IV. Not applicable = 105 (30.08%)
- V. Don't know = 20 (5.73%)

70- Are you confident that strong security measures for processing personal data are in place while staff work remotely?

- I. Total participation = 347
- II. Yes = 162 (46.68%)
- III. No = 36 (10.37%)
- IV. Not applicable = 92 (26.51%)
- V. Don't know = 57 (16.42%)

71 - Have you gathered health data (employee or customer) while operating during Coronavirus?

- I. Total participation = 351
- II. Yes = 66 (18.80%)
- III. No = 253 (72.07%)
- IV. Not applicable = 25 (7.12%)
- V. Don't know = 7 (1.99%)

72 - Was this health data gathered as a result of an instruction from the state health authority?

- I. Total participation = 352
- II. Yes = 47 (13.35%)
- III. No = 233 (65.34%)
- IV. Not applicable = 60 (17.04%)
- V. Don't know = 12 (3.40%)

73 - Did you identify the legal basis to allow you to collect health data before you gathered it?

- I. Total participation = 338
- II. Yes = 65 (19.23%)
- III. No = 51 (15.08%)
- IV. Not applicable = 203 (60.05%)
- V. Don't know = 19 (5.62%)

74 - Have you put in place a policy to explain what the health information you have gathered can and cannot be used for?

- I. Total participation = 342
- II. Yes = 62 (18.12%)
- III. No = 94 (27.48%)

- IV. Not applicable = 162 (47.36%)
- V. Don't know = 24 (7.01%)

75 - Have you adequately secured the information so that only necessary people can access it?

- I. Total participation = 346
- II. Yes = 243 (70.23%)
- III. No = 19 (5.49%)
- IV. Not applicable = 59 (17.05%)
- V. Don't know = 25 (7.22%)

76 - Have you made a plan to delete the information once it stops being necessary for the purpose for which you originally collected it?

- I. Total participation = 347
- II. Yes = 144 (41.49%)
- III. No = 99 (28.53%)
- IV. Not applicable = 70 (20.17%)
- V. Don't know = 34 (9.79%)

77 - How many staff does your company employ?

- I. Total participation = 349
- II. 1-10 = 184 (52.72%)
- III. 11-25 = 44 (12.60%)
- IV. 26- 50 = 42 (12.03%)
- V. 51-100 = 30 (8.59%)
- VI. 101-250 = 29 (8.30%)
- VII. 251-500 = 20 (5.73%)

78 - What is your primary business sector?

- I. Total participation = 352
- II. Manufacturing = 37 (10.51%)
- III. Medical/Health care/Social care = 9 (2.55%)
- IV. Pharmaceuticals = 8 (2.27%)
- V. Financial /Insurance = 25 (7.10%)
- VI. Transport = 6 (1.70%)
- VII. Educational = 10 (2.84%)
- VIII. Charitable = 0
- IX. Technological = 27 (7.67%)
- X. Research = 20 (5.68%)
- XI. Construction = 22 (6.25%)
- XII. Telco = 3 (.85%)
- XIII. Entertainment/Art/Recreation = 2
- XIV. Energy = 3 (.85%)

- XV. Tourism/Hospitality = 6 (1.70%)
- XVI. Agriculture/Forestry/Fishing = 27 (7.67%)
- XVII. Media = 3 (.85%)
- XVIII. Marketing = 5 (1.42%)
- XIX. Retail = 8 (2.27%)
- XX. Protection of people and property = 49 (13.92%)
- XXI. Other = 82 (23.29%)

79 - What role do you occupy in your organization?

- I. Total participation = 349
- II. Director = 139 (39.82%)
- III. Other senior management = 57 (16.33%)
- IV. Data protection officer = 69 (19.77%)
- V. Others = 84 (24.06%)

80 - For the purposes of aggregate statistics on gender demographics in the SME sector, do you identify as:

- I. Total participation = 352
- II. Male = 123 (34.94%)
- III. Female = 201 (57.10%)
- IV. Other = 2 (.56%)
- V. Prefer not to answer = 26 (7.38%)

81 - Would you be willing to be contacted by a member of the research team to discuss your experiences with data protection?

- I. Total participation = 342
- II. Yes = 66 (19.29%)
- III. No = 276 (80.70%)

82 - If you answered yes to the question above, please provide a contact email address here:

- I. Total provider = 65



