



# Survey&Report



GDPR-guide



Our company and our data centre are ISO 27001 certified and located in Sweden.

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SOFTWARE FOR THE WEB



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## GDPR – Personal data in Artologik Survey&Report

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This document contains recommendations on how to work in Survey&Report in accordance with the GDPR.

### Personal data stored in Survey&Report

In Survey&Report, personal data is stored in the following places:

- User database
- Users linked to user groups, surveys and reports
- Respondent database
- Respondents linked to surveys (survey-specific respondents)
- Survey responses
- Emails sent and received

### Users

To work in Survey&Report, a person must be added as a user. It's possible to store the following information in the user profile:

- Display name
- First name
- Last name
- Email
- Number of active surveys
- Organisation
- Username
- Password
- User group(s)
- Respondent filter

We recommend entering as little information as possible in the user profile. The only mandatory fields are *Username* and *Password*. To be allowed to work in the system, the user must also have a connection to at least one user group. For clarity, it is advisable to enter *First name* and *Last name*, but we recommend leaving the other fields blank.

Besides data stored in the user database, the system also stores information on which surveys, survey templates and reports the user has created and is linked to.

Finally, log information is stored to show the user's activities, for example when the user has logged in and in which surveys and reports the user has saved changes.

### Consent

Typically, users are created in the system by an administrator. You do this under *Administration > System > Users*, via the *New user* button, from an import file or via LDAP.

To remind the administrator that it is necessary to obtain the user's consent, you can display a form with a reminder when the administrator clicks on the *New user* button.

If a user logs into Survey&Report for the first time via Windows authentication or SAML, the system automatically adds the user. In this case, you can display a form that the user must agree to before being added as a user.

You create these consent forms in the *Templates > Consent forms > Consent - Add user* and *Templates > Consent forms > Consent - User* menus, respectively. You can edit an existing form by clicking on it in the left part of the page, create a copy of an existing form by clicking on the *Copy form* button in the form's edit mode or create a new form by clicking on the *Add form* button. You can translate the form into another active language by selecting that language via the *Language* button in the form edit mode.

Back
 Save
 Copy form
 Language English
 Remove form

Guidelines to consider when saving personal data

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum hendrerit risus fringilla tempus tristique. Fusce ac cursus eu. Phasellus eget mauris. Mauris dapibus ullamcorper.

Mauris ac cursus eu. Phasellus eget mauris. Mauris dapibus ullamcorper.

Mauris ac cursus eu. Phasellus eget mauris. Mauris dapibus ullamcorper.

File Edit View Insert Format Tools Table

Paragraph sans-serif 10pt

## Guidelines to consider when saving personal data

To enable the display of the consent form, go to *Administration > Personal data > Consent settings* and select *Enabled* under *Consent - Add user* or *Consent - User*. You can also choose which form to use if you have created several.

### Consent - User

Enabled

Consent form

Personal data

### Consent - Add user

Enabled

Consent form



Guidelines to consider when saving personal data

## Finding and exporting information about a user

Under *Administration > Personal data > Personal data report* authorised users can search for users and export their personal data. You assign *Personal data report* permissions at the user group level.

In the search field at the top of the page, you can type all or part of a search term and click the *Search* button. The search includes the following fields:

- Display name
- First name
- Last name
- Email
- Username

If you want to search specifically in one of the fields, *First name*, *Last name*, *Email* or *User name*, click on the  button next to the  button.

All users matching your search are listed under the heading *Users*. Select the checkbox next to the desired user(s). Decide what information to include in the report:

- Created surveys
- Assigned surveys
- Reports
- User activity

Then click on the *Generate Report* button.

In the report, each user's data is displayed under the heading *Personal data in Survey&Report*. Firstly, you see the user's *User details*, along with the date and time of the user's creation.

## Personal data in Survey&Report

### User details

<b>Display name</b>	<b>Username</b>
John Smith	john
<b>First name</b>	<b>Last name</b>
John	Smith
<b>Email</b>	<b>Street address</b>
stefan.bergwall@artisan.se	---
<b>Zip code</b>	<b>City</b>
---	---
<b>Country</b>	<b>Phone number</b>
---	---
<b>Mobile phone</b>	<b>Created</b>
---	26/08/2021 10:59

Secondly, the user surveys, survey templates and reports are listed under the following headings:

- Your surveys (surveys created by the user)
- Your survey templates (survey templates created by the user)
- Your assigned surveys (surveys to which the user has been assigned as an authorised user)
- Your assigned survey templates (survey templates the user has been linked to under Users linked to survey)
- Your reports (reports and predefined reports created by the user)
- Your assigned reports (reports the user is connected to as a report reader)

The following information is listed:

Surveys:

- Survey ID
- Survey name
- Status
- Survey category
- Survey type (Respondent or Public survey)
- Name of the survey theme
- Published
- Survey URL
- Number of questions
- Number of pages
- Construction finished (Yes or No)
- Number of readers
- Respondents
- Responses
- Response rate
- Number of reports

Survey templates:

- Survey ID
- Survey name
- Status
- Survey category
- Survey type (Survey template)
- Name of the survey theme
- Number of questions
- Number of pages
- Number of (predefined) reports

Reports:

- Report ID
- Report name
- Created (date)
- Language
- Survey(s)
- Report URL

Finally, the user's activities are listed under the heading *Your activity*. The events are displayed grouped by date and session.

To export the information, click the *Export as PDF* button at the bottom of the page. If multiple users appear in the report, the system will create a PDF file for each user.

## Removing or anonymising users

Under *Administration > Users*, you can check the box next to one or more users and click the *Remove* button.

After clicking this button, you can choose one of the following options:

- *Inactive*: the user will disappear from the user administration and all listings of users in the application. However, the user's name will still be visible on surveys, survey templates and reports to which the user is connected, for example as the survey owner.
- *Remove*: The user will be removed completely. On surveys, survey templates and reports to which the user is connected, "---" will appear instead of the name.

Users can also be inactivated or removed from the *Personal data report* under the *Personal data* menu. See the *Finding and exporting information about a user* section above for details on how to search for users to display in the report. In the report search results, you can check the box next to one or more users and click the *Delete* button. You will then be given the same two options as described above.

## Removal of inactive users

If you want users who have not been active in the system for a long time to be automatically removed or inactivated, you can activate the *Automated removal of inactive users* service under *Administration > System > Automation*. The service will run once a day at the time you specify in the *Run every day at* field.

Under *Type of removal*, you select how the removal should be done. Whichever option is selected, the user will no longer be able to log in. The user will also disappear from all lists of users in the program and will, for example, no longer be possible to select as an authorised user on a survey. The difference between the options lies in whether the user's name will continue to be visible on, for example, surveys where the user was the owner or authorised user at the time of removal.

*Inactivate*: the user's name will remain visible (the user remains, by name, in the application's database).

*Inactivate and anonymise*: the user's name will be replaced by [Removed user] (the user remains in the application's database, but his name has been cleared).

*Delete*: where the user's name used to appear, it will be blank (the user no longer exists in the application's database).

Also, select *Number of days of inactivity required to consider a user inactive*.

You can run the service manually by clicking on the *Run task* button. However, you can only do this when the automatic service is active.

## Respondents

When creating or importing respondents in Survey&Report, you can choose to add them as survey-specific respondents (linked to the survey only) or as database respondents (stored in the system-wide respondent database). We recommend that you store respondents in the respondent database only if you have specific reasons to do so, for example if you have respondents linked to multiple surveys that need to be able to log in to all surveys with the same username and password. Under *Administration > Respondents > Settings*, you can decide whether to allow database respondents and (if database respondents are allowed) to make survey-specific respondents the *Default selection*.

**Add and import respondents**

Allow database respondents ? ☒

Default selection

Survey-specific

You can store the following information in the respondent data:

- First name
- Last name
- Organisation
- Email
- Street address
- Zip code
- City
- Country
- Phone number
- Mobile phone number
- Language
- Respondent type
- Respondent owner (if this function has been activated)
- User name
- Password
- Respondent properties
- Respondent categories

We recommend entering only the information you consider necessary in the respondent data and leaving the other fields blank. The only mandatory fields are *Username* and *Password*. In addition, each respondent must have a unique combination of *Key fields*. You determine the Key fields in the *Administration > Respondents > Settings* menu.

**Respondent key fields**

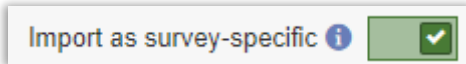
Username	<input type="checkbox"/>
First name	<input checked="" type="checkbox"/>
Last name	<input checked="" type="checkbox"/>
Organisation	<input type="checkbox"/>
Email	<input checked="" type="checkbox"/>
Language	<input type="checkbox"/>



In addition to the information stored in the respondent data, information is also stored on which survey (or surveys, if it is a database respondent) the respondent is linked to, what emails have been sent to the respondent and what answers the respondent has given to the survey (assuming the survey is non-anonymous).

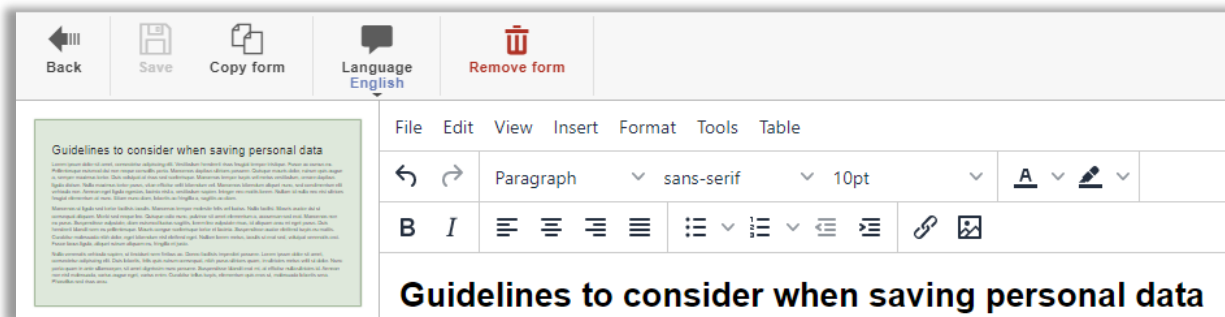
## Consent

Respondents are added to a survey under the menu *Survey > Distribution > Respondents*. Respondents are added one at a time via the *Add respondent* button or imported via the *Import respondents* button (from the respondent database, another survey, a mailing list, an import file, or via LDAP). The *Import as Survey Specific* setting determines whether respondents are added to the survey only (enable the setting) or also to the system-wide respondent database (disable the setting).

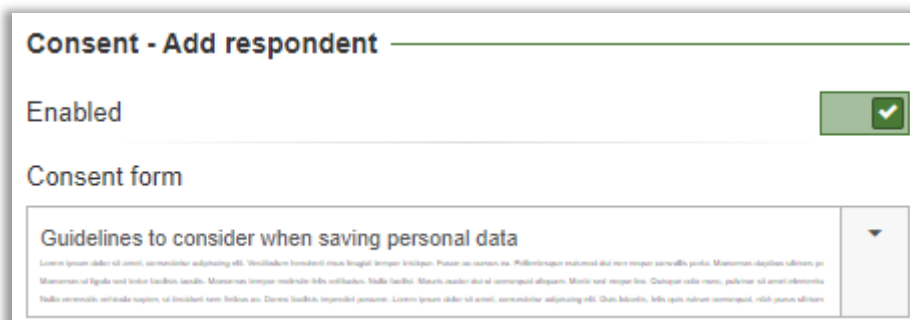


You can also create Database respondents directly in the *Administration > Respondents* menu. There, you can add respondents via the *Add Respondent* button or the *Import Respondents* button (from an import file or via LDAP).

To remind the user adding the respondents that consent is required, you can display a form informing them of this when the user clicks on one of the *Add respondent* or *Import respondents* buttons. This consent form is created in the *Templates > Consent forms > Consent - Add respondent* menu. You can edit an existing form by clicking on it in the left part of the page, create a copy of an existing form by clicking on the *Copy form* button in the form's edit mode or create a new form by clicking on the *Add form* button. You can translate the form into another active language by selecting that language via the *Language* button in the form edit mode.



To enable the display of the consent form, go to *Administration > Personal data > Consent settings* and select *Enabled* under *Consent - Add respondent*. There you can also choose which form to use if you have created several.




## Find and export information about a respondent

In the menu *Administration > Personal data > Personal data report*, authorised users can search for respondents and export their personal data. Personal Data Report permissions are assigned at the user group level.

In the search field at the top of the page, you can type all or part of a search term and click on the Search button. The search will be done in the following fields:

- First name
- Last name
- Organisation
- Email
- User name
- Respondent properties
- Respondent categories

If you want to search specifically in one of the fields, *First name*, *Last name*, *Email* or *User name*, you can click on the  button next to the *Search* button.

All respondents matching your search are listed under the heading *Respondents*. Check the box next to the desired respondent(s). Decide what information to include in the report:

- Response status (whether the respondent has responded or not)
- Submitted answers

Then click on the *Generate report* button.

In the report, each respondent's details are displayed under the heading *Personal data in Survey&Report*. First, the user's *Respondent details* are displayed. If the respondent is a database respondent, the date and time when the respondent was created are displayed.

## Personal data in Survey&Report

### Respondent details

<b>Display name</b>	<b>Username</b>
Smith, John	johnsmith
<b>First name</b>	<b>Last name</b>
John	Smith
<b>Email</b>	<b>Street address</b>
john.smith@artologik.com	---
<b>Zip code</b>	<b>City</b>
---	---
<b>Country</b>	<b>Phone number</b>
---	---
<b>Mobile phone</b>	<b>Created</b>
---	04/11/2020 11:26

The surveys to which the respondent is connected to are then displayed. The following survey information is listed:

- Survey ID
- Survey name
- Published
- Survey URL
- Status (whether the respondent has responded or not)
- Responses (the responses submitted)

To export the information, click the *Export as PDF* button at the bottom of the page. If multiple respondents appear in the report, a PDF file will be created for each respondent.

## Removing or anonymizing respondents

From the menu *Survey > Distribution > Respondents* on a survey, you can remove respondents from the survey by ticking the checkbox next to them and clicking the *Remove respondents* button. Select the *Remove from survey* option. If you select the *Also remove from database* checkbox, any database respondents not linked to any other survey will simultaneously be removed from the respondent database. Click OK to confirm. Depending on the survey status, the respondent's answers and some respondent data may not be deleted along with the respondent:

- If the survey has the status *Construction* or *Active*, all respondent data is deleted.
- If the survey has the status *Active*, the respondent's answers are deleted, provided the survey is not anonymous. For anonymous surveys, responses are not deleted because the software does not know which response is linked to which respondent.
- If the survey has the status *Closed* or *Archived*, and the respondent has not responded, all respondent data is deleted.
- If the survey has the status *Closed* or *Archived*, and the respondent has answered, the respondent's answer (and display name, if the *Individual answers* variable is allowed on the survey) will remain on the survey. If respondent categories have been connected to the survey, the respondent's category values will also remain on the survey.

Respondents can also be inactivated or removed from the *Personal data report* under *Administration > Personal data*. See the *Finding and exporting respondent information* section above for information on how to search for respondents to display in the report. In the report search results, you can check the box next to one or more respondents and click the *Delete* button. You will then have these two options:

- *Inactivate*: The respondents and their answers will remain in the system, but their names will be replaced by "---", and all other respondent data, except respondent category values, will be cleared. Database respondents will no longer be visible in the *Administration > Respondents* menu or when respondents are connected to a survey via the *From Respondent Database* tab.
- *Remove*: The system will completely remove respondents and all their respondent data. Note that their responses will also be deleted, regardless of the status of the surveys they are connected to. Thus, this option will affect these surveys' results and response rates. The system will only keep responses given on anonymous surveys.

You can also anonymise respondents at the survey level. See the *Anonymising surveys* section below.

Database respondents who are not connected to any survey can be removed from the respondent database via the

*Administration > Respondents* menu. List these respondents by clicking on the  button and activate the setting *Only*

*respondents not connected to any survey*. Then click the  button. Select the checkboxes next to the desired respondents and click on the *Remove respondent* button.

## Removal of respondents from surveys in the recycle bin



Surveys that are removed end up in a recycle bin. Under *Administration > Survey automation* and the *Recycle bin* heading, you can activate a service, *Delete respondents task*, which deletes any respondents on the surveys in the recycle bin.

Under *Run every day at*, specify the time of the day the cleaning should take place. Also, define after how many days this should happen.

## Surveys

In the sections *Anonymise surveys* and *Remove surveys* below, you can read about automated functions that perform actions on surveys with the status *Closed* or *Archived*. If you wish to use these features, we recommend that you put in place procedures to close and archive surveys after they are completed.

A survey's status can be changed from its dashboard page via the *Close survey* shortcut on ongoing surveys and the *Archive survey* shortcut on closed surveys.

You can also change the status of several surveys simultaneously via the menu *Survey > Manage surveys*. By clicking on the  button, you can search for surveys using different search criteria, such as the survey *Status*. Click on the  button to list all surveys that match your search. In the toolbar above the list, you have access to the following buttons:

- *Close surveys* (applies only to ongoing surveys)
- *Postpone anonymisation* (see *Anonymise surveys* below)
- *Anonymise* (see *Anonymising surveys* below)
- *Archive surveys* (applies only to closed surveys)
- *Restore from the archive* (applies only to archived surveys)

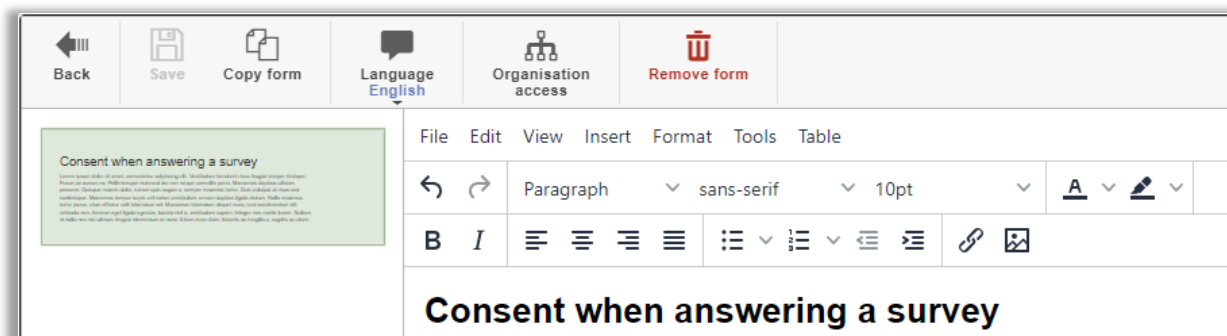
You can close or activate several surveys simultaneously by ticking the checkboxes next to the desired surveys and clicking on the *Close surveys* and *Archive surveys* buttons at the bottom of the page.

## Consent

You can show respondents a consent form before they complete the survey. To complete the survey, the respondent must click on an "I agree" button to continue the survey. If the respondent clicks on the "I refuse consent" button, a "Consent refused" page will be displayed, and the respondent will have the status of *Unregistered* on the survey. The default texts for the buttons are determined under *Administration > Surveys > Translate survey texts*. Still, you can change the texts at the survey level under *Survey > Construction > Content > Survey texts* button > *Custom texts*.



The consent form and the "Consent refused" page are created in the *Templates > Consent forms > Consent - Survey* and *Templates > Consent form > Consent refused - Survey* menus. You can edit an existing form by clicking on it in the left part of the page, create a copy of an existing form by clicking on the *Copy form* button in the form's edit mode or create a new form by clicking on the *Add form* button. You can translate the form into another active language by selecting that language via the *Language* button in the form edit mode.



To enable the display of the consent form, go to *Administration > Personal data > Consent settings* and select *Enabled* under *Consent - Survey*. There you can also choose which form and "Consent refused page" to use by default if you have created several.

In the *Survey default status*, you can choose from these options:

- *Disabled*: The *Ask for consent* setting will be available in the survey settings and disabled by default.
- *Enabled*: The *Ask for consent* setting will be available in the survey settings and enabled by default.
- *Forced enabled for all surveys*: The *Ask for consent* setting will be enabled in the survey settings on all surveys and cannot be changed at the survey level.

**Consent - Survey**

Enabled ☒

Survey default status ⓘ  
Disabled

Consent form  
Consent when answering a survey

Consent refused page  
You have refused consent

Under the menu *Survey > Construction > Settings*, you can choose which *Consent form* and *Message shown when consent is refused* to use.

**Consent**

Ask for consent ☒

Consent form  
Consent when answering a survey

Message shown when consent is refused  
Default

If you want to customise the form and the "Refused consent" message to fit your survey, choose one of the options in the selection box instead of the *Default* option, and save. Then click on the  button and make the desired changes.

## Anonymising surveys

Surveys with a status of *Closed* or *Archived* can be anonymised. When you anonymise a survey, all respondent data on the survey is cleared, except respondent category values, but all responses are kept.

You can anonymise a survey from its dashboard page via the *Anonymise* shortcut.

If you want to be notified of surveys that have not yet been anonymised, you can activate the *Anonymisation warning* setting in the *Administration > Surveys > Settings* menu.

Specify how many days a survey must have been closed before the warning appears. Also, specify the number of days a survey must have been closed before a warning is shown if you use the *Postpone anonymisation* feature on a survey.

Anonymisation warning 

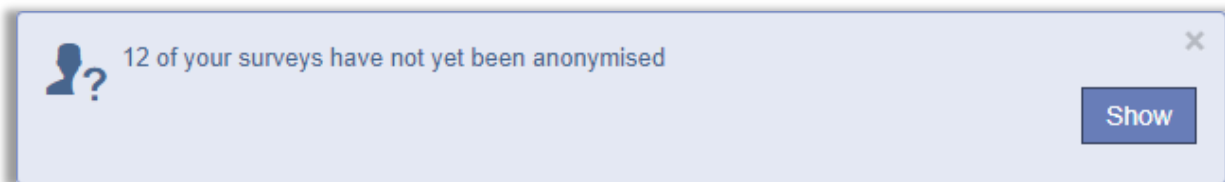
Number of days a survey must have been closed before a warning is shown

-  +


Number of days a warning will be postponed


-  +


The warning will appear at the top of the screen after a user has logged in.





When clicking the *Show* button, all surveys that the user is authorised to see and that have not yet been anonymised are listed.


 Close surveys




 Postpone anonymisation

 Anonymise

 Archive surveys



 Restore from archive



<input type="checkbox"/>	Name ▾	Status ▾	Survey type ▾	Answers	
<input checked="" type="checkbox"/>	ACC1103	Closed <i>Days since the survey was closed: 190</i>	Public <b>Not anonymised</b>	24	
<input checked="" type="checkbox"/>	ANT1205	Closed <i>Days since the survey was closed: 213</i>	Respondent <b>Not anonymised</b>	18	
<input checked="" type="checkbox"/>	AOJ1010	Closed <i>Days since the survey was closed: 213</i>	Respondent <b>Not anonymised</b>	20	

To make a survey anonymous, tick the box next to it and click on the *Anonymise* button. Suppose you click on the *Postpone anonymisation* button instead. In that case, the alert for this survey will be postponed for the number of days specified in the *Administration > Surveys > Settings* menu, see above. You can also simultaneously anonymise or postpone anonymisation for multiple surveys by selecting several or all checkboxes before clicking the *Anonymise* or *Postpone anonymisation* buttons.

The list is also available under the menu *Survey > Manage surveys*.

Click on the  button and activate the search criterion *Show only surveys with anonymisation warning*, and click on the  button to list all non-anonymised surveys that have been closed for longer than the number of days specified in the *Administration > Surveys > Settings* menu; see above.

## Remove surveys


Surveys with a status of *Closed* or *Archived* can be removed completely, including their respondents and answers. You can remove a survey from its dashboard page via the *Remove* shortcut.

Under *Administration > Surveys > Survey automation* and the heading *Data clean-up*, you can activate a service that automatically deletes surveys that have been given the status *Archived*. Specify how many days a survey must be archived before it is deleted.

**Data clean-up**

Clean-up task ☒

Run every day at

06:00


Delete surveys archived during more than (days)

-
90
+

## Removal of surveys from the recycle bin

Deleted surveys end up in a recycle bin. Under *Administration > Surveys > Survey automation* and the *Recycle bin* heading, you can activate a service, *Delete surveys task*, which permanently removes surveys from the Recycle bin.

Under *Run every day at*, specify the time of day at which the clean-up should take place. Also, define after how many days this should happen.

## Paper surveys

Under the *Survey > Distribution > Paper survey* menu on a survey, you can activate the setting *Delete all uploaded PDF files on survey close*. All PDF files containing scanned paper surveys uploaded to the survey will then be deleted automatically when the survey is closed.

## Email

Emails sent from a survey are automatically anonymised when the survey is anonymised and automatically deleted when the survey is deleted.

You can delete incoming emails manually from the *Administration > Email > Email inbox*. Select the checkbox next to the emails you want to delete, and click the *Remove emails* button. Select the next email account in the selection box and repeat the procedure if you have multiple email accounts.