



Participant Information Document
 Organisational impacts of technological
 democratisation and end-user
 enablement

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INTRODUCTION

You have been invited to participate in a research project which aims to evaluate the impact of End-User Computing Platforms ('EUCPs') on organisations.

This project is being conducted by Christian Yalamov, an undergraduate Business Technology student at Manchester Metropolitan University, Faculty of Business and Law.

What is an End-User Computing Platform ('EUCP')?

An EUCP is any tool or platform that allows users who are not developers to create digital applications or automate processes, commonly known as no-code or low-code platforms.

EUCP is a broad term which encompasses many different applications (even Excel).

The purposes of this research project are to better understand why EUCPs are used in organisations; how they are adopted and implemented; and what effects this causes within the organisation.

WHY HAVE I BEEN INVITED?

Invitees are selected if they are believed to have a professional background which is relevant to enterprise information systems. The research project aims to gather a broad range of views, from professionals of both technical and non-technical backgrounds.

You have been identified as someone who may be able to contribute insights relevant to the research project's aims, because of your occupation or the industry you work in.

DO I HAVE TO TAKE PART?

It is up to you to decide. The research project will be explained to you, and you will be given this *Participant Information Document*, as well as a *Consent Form*, which you will need to complete and return if you decide to take part.

You are free to withdraw from participation at any time, without providing an explanation.

WHAT WILL I BE ASKED TO DO?

You will be asked to participate in an interview. This interview may be conducted face-to-face, or online via video conferencing software. The interview is likely to last between 60 and 120 minutes. You are not expected to prepare any responses prior to the interview.

You will be provided with this information document, as well as a consent form which you must read and review carefully. If you decide to participate in the study, you will need to complete, sign, and return the form to the researcher.

The researcher will not be able to go ahead with the interview, unless a completed and signed consent form has been received.

The interview will be recorded and the interviewer may take notes. The recording will be transcribed, following which, the recording will be destroyed.

A summary of your contributions will be sent to you shortly after the interview. You will have the opportunity to make additions or amendments, to ensure your comments are represented accurately. If you do not respond to the request for comments, it will be assumed that you agree with the way your statements have been interpreted. **This does not affect your right to withdraw from participating.**

ARE THERE ANY RISKS IF I PARTICIPATE?

During the interview, you will be asked to disclose information regarding your organisation's use of technology.

This may lead you to inadvertently disclose sensitive business information, for instance related to your organisation's competitive advantages, or areas of weakness.

To mitigate any risks of inadvertent disclosure of sensitive information, the following measures are in place:

Consent. You are not required to disclose any information. For instance, you do not need to specify the company at which a particular example or situation took place.

Confidentiality. Any information that you provide is treated as private and confidential, and will only be used for the purposes of the study. Your personal details will **not** be included in the final report, and the author will take all reasonable measures to ensure that your contributions are not identifiable.

Pseudonymisation and anonymisation. Once you provide consent, your details will be stored in an Identification Log, associated with a unique Participant ID. The Identification Log will be destroyed once the research project has concluded.

Secure storage. Files, including recordings and transcriptions of interviews are securely stored on cloud storage, managed by the University. This storage is only accessible by the researcher.

Review. You will be provided with a summary of what was discussed in the interview. There will be an opportunity for you to add, amend, or redact any of the statements you have made.

CONTINUED OVERLEAF

ADVANTAGES OF PARTICIPATION

This study aims to evaluate the impacts of empowering non-technical users to develop systems and applications, particularly in a business environment.

Your contributions can help to uncover important insights about the way organisations use technology. You will have the option to receive the final copy of the report (you may indicate this on the Participant Consent Form).

WHAT WILL HAPPEN WITH THE DATA I PROVIDE

When you agree to participate in this research, we will collect personally identifiable information from you.

The Manchester Metropolitan University ('the University') is the Data Controller in respect of this research and any personal data that you provide as a research participant.

The University is registered with the Information Commissioner's Office (ICO), and manages personal data in accordance with the General Data Protection Regulation (GDPR) and the University's Data Protection Policy.

We collect personal data as part of this research (such as name, telephone numbers or age). As a public authority acting in the public interest we rely upon the 'public task' lawful basis. When we collect special category data (such as medical information or ethnicity) we rely upon the research and archiving purposes in the public interest lawful basis.

Your rights to access, change or move your information are limited, as we need to manage your information in specific ways in order for the research to be reliable and accurate. If you withdraw from the study, we will keep the information about you that we have already obtained.

We will not share your personal data collected in this form with any third parties.

If your data is shared this will be under the terms of a Research Collaboration Agreement which defines use, and agrees confidentiality and information security provisions. It is the University's policy to only publish anonymised data unless you have given your explicit written consent to be identified in the research. **The University never sells personal data to third parties.**

We will only retain your personal data for as long as is necessary to achieve the research purpose. Data, including interview recordings and transcriptions, will **only** be stored on cloud storage, managed by the University, secured with multi-factor authentication, and only accessible by the researcher.

For further information about use of your personal data and your data protection rights please see the University's Data Protection Pages (<https://www.mmu.ac.uk/data-protection>).

**WHO CAN I CONTACT IF I
HAVE CONCERNS OR WISH TO
COMPLAIN?**

You may contact the researcher, project supervisor; the Faculty's Research and Ethics Governance Board; or the University's Data Protection Office.

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If you have any concerns regarding the personal data collected from you, our Data Protection Officer can be contacted using the legal@mmu.ac.uk e-mail address, by calling 0161 247 3331 or in writing to: Data Protection Officer, Legal Services, All Saints Building, Manchester Metropolitan University, Manchester, M15 6BH. You also have a right to lodge a complaint in respect of the processing of your personal data with the Information Commissioner's Office as the supervisory authority. Please see: <https://ico.org.uk/global/contact-us/>