

Collecting personal data with Qualtrics

Qualtrics survey software allows you to create online questionnaires for your research. The TU Delft has a Qualtrics license. Staff of TU Delft can make free use of Qualtrics for research purposes.

When using Qualtrics, it may happen that you gather details of your data subjects that can be traced back to the individual persons. This is referred to as personal data.

If you collect personal data, please follow the [Personal Data Workflow for Research](#).

A. How to protect personal data when using Qualtrics

- Collect as few personal details as possible (data minimisation).
- Anonymize/pseudonymize to the extent possible
- Make sure data subjects have given [informed consent](#) for collecting their data prior to the start of the research.
- After the research is done, remove the survey(s) from Qualtrics.

B. Special categories of personal data and sensitive personal data

When processing [special categories of personal data](#) and/or [sensitive personal data](#), you **must** anonymize the data. This includes (1) using an [anonymous link](#) and (2) questions and documents in your survey should not include any (combination of) data which could identify your data subjects. If anonymization is not possible, ask advice from the privacy team (privacy-tud@tudelft.nl) before you continue your activities.

Further, the guidelines under paragraph A apply.

C. File upload

One of the functionalities in Qualtrics is the File Upload. The file upload question type allows respondents to upload a file along with their survey response. Using this functionality, you can collect data that may not be available through standard survey questions. Please assure that data subjects are instructed to not upload *special categories of personal data* or *sensitive personal data*.

D. Steps to take after the research is done

When your research is completed, you need to remove your data from Qualtrics and move it to a [secure storage](#). This can be done by taking the following steps:

1. Log in into Qualtrics.
2. For your completed surveys, go to Survey -> Tools -> Export -> Export Survey. This will download a QSF file with the empty survey, so you can re-use it later in new research. This file does not contain any research data from the respondents.
3. Go to Data & Analysis -> Export & Import -> Export Data, and choose the format you would like to store the data in (e.g. SPSS format).
4. Verify (in e.g. SPSS) that your data has indeed been successfully stored.
5. Save the QSF file from (2) and your data file from (3) in a secure server for research data.
6. Remove the survey from Qualtrics: In the main menu at the right hand side, below the project name at Actions -> Delete Project.
7. Repeat steps 2 through 6 for all finished surveys.

Qualtrics also provides [guidance on deleting survey data](#).