

Privacy Notice

Last updated: August 2026

About StudySetGo

StudySetGo is a Contract Research Organisation (CRO) specialising in clinical research for health, nutrition and wellness brands. We design and deliver clinical studies, including protocol design, ethics submissions, participant recruitment, data collection, analysis and support with publication.

We take the privacy and security of the people we work with and the people who participate in our research seriously. This Privacy Notice explains how we collect and use personal data, who we may share it with, how long we keep it and the rights you have in relation to your information.

StudySetGo may process personal data in different ways depending on the service or study involved. For example, we may act as the organisation responsible for deciding how personal data is used, known as a **controller**, or we may process personal data on behalf of another organisation, known as a **processor**.

Where a particular clinical study has its own participant privacy notice or participant information sheet, you should also read that information as it will explain in more detail how your information is used for that particular study.

Who we are

StudySetGo is responsible for the personal data described in this Privacy Notice where we act as a controller.

You can contact us about this Privacy Notice or how we use your personal data at:

StudySetGo

Email: privacy@studyssetgo.com

Registered address: Office 1110, 3 Fitzroy Place, 1/1 Sauchiehall Street, Finnieston, Glasgow, G3 7RH

When does this Privacy Notice apply?

This Privacy Notice applies to personal data we process as part of running StudySetGo and providing our services.

This includes information relating to people who participate or express an interest in participating in research, representatives of our clients and prospective clients,

researchers and other professionals involved in our studies, suppliers and partners, people who contact us through our website, and people who sign up to receive communications from us.

For some clinical studies, StudySetGo may process information on behalf of the organisation that commissioned the study. Where this happens, that organisation will be responsible for providing the relevant privacy information and StudySetGo will process the information in accordance with its instructions.

Personal data we collect and why we use it

The information we collect depends on your relationship with StudySetGo and, for research participants, the requirements of the particular study.

What information we collect	Why we use it	Our lawful basis
Contact and identification information , such as your name, email address, telephone number and other contact details	To communicate with you, respond to enquiries and manage our relationship with you	Legitimate interests, or taking steps to enter into or perform a contract
Client and business contact information , including your name, job title, organisation and business contact details	To provide our services, manage client relationships, prepare proposals, administer contracts and communicate about projects	Contract and/or legitimate interests
Information about prospective research participants , which may include your name, contact details, age and information relevant to your suitability or interest in particular studies	To manage our participant network, identify potential research opportunities and contact people about studies they may be interested in	Consent and/or legitimate interests, depending on how we obtained your information and what we are using it for
Clinical study information , which may include demographic information, questionnaire responses, lifestyle information, information about study product use, study diaries and other information required by the research protocol	To conduct and manage clinical research, monitor participation, assess study outcomes and produce research results	Legitimate interests and, where applicable, another lawful basis identified for the particular study
Health and other special category information , which may include information about your physical or mental health, symptoms, medical history, medications, biomarkers, physiological measurements	To assess eligibility, protect participant safety, conduct the research and analyse study outcomes	A lawful basis under Article 6 UK GDPR together with an appropriate condition under Article 9 UK GDPR, as explained in the information provided for the particular study

What information we collect	Why we use it	Our lawful basis
and other health-related information relevant to a study		
Biological sample and laboratory information , where required by a study, such as blood test results or biomarkers	To conduct the measurements and analysis required by the study protocol	The lawful bases and special category condition specified for the particular study
Data from devices and wearables , where these form part of a study, which may include activity, sleep, heart rate or other physiological measurements	To collect research measurements and analyse study outcomes	The lawful bases and special category condition specified for the particular study
Safety and adverse event information	To monitor participant safety, investigate concerns and meet applicable research, ethical and legal requirements	Legal obligation and/or legitimate interests, together with an appropriate Article 9 condition where health information is involved
Website and technical information , such as your IP address, device information and information about how you use our website	To operate, secure and improve our website and understand how it is used	Legitimate interests and, where required, consent for non essential cookies or similar technologies
Marketing and newsletter information , such as your name, email address and communication preferences	To send newsletters, updates and other communications you have asked to receive	Consent where required. We may also keep limited information to make sure we respect an unsubscribe request
Partner and referral information , such as your name, email address, organisation, partnership type and information about referrals	To administer our partnerships and referral programme and manage introductions	Contract and/or legitimate interests
Correspondence , including information you provide when contacting us	To respond to enquiries, provide support, resolve issues and maintain appropriate records	Legitimate interests, contract or legal obligation depending on the nature of the communication

Clinical research

Clinical research can involve the collection and use of significant amounts of information, including health information.

The exact information collected will depend on the design of the study. StudySetGo's studies may be run remotely, which means information can be collected through digital questionnaires, study platforms, remote check-ins, wearable devices, at-home testing

kits or other methods rather than requiring participants to attend a physical research site.

Before participating in a study, you will be given information about that particular study. This will explain what participation involves, what information will be collected, why it is needed and how it will be used.

Where possible, research data will be **pseudonymised**, meaning information that directly identifies you is separated from the research data and replaced with a participant or study identifier. Only people who need to be able to connect that identifier back to you will have access to the information required to do so.

StudySetGo's clients may receive research results and datasets arising from studies they commission. Wherever possible and appropriate, information provided for these purposes will be anonymised, aggregated or otherwise prepared so that individual participants are not directly identifiable.

Our role in clinical studies

StudySetGo's role may differ between studies.

In some studies, StudySetGo acts as the **trial Sponsor** and takes responsibility for matters such as the study design, ethics submissions, participant safety, regulatory oversight and delivery of the study. In these circumstances, StudySetGo may act as a controller of personal data used to conduct and manage the research.

In other projects, another organisation may determine the purposes and key aspects of the processing and StudySetGo may process personal data on its behalf. In those circumstances, StudySetGo acts as a processor and follows the instructions of that organisation.

We will explain the relevant arrangements in the privacy information provided for the particular study where appropriate.

Special category personal data

Clinical research frequently involves information about health. Under data protection law, health information is considered **special category personal data** and receives additional protection.

We will only process special category personal data where we have both a lawful basis under Article 6 of the UK GDPR and an appropriate condition under Article 9.

The appropriate condition may vary depending on the study and the purpose for which the information is being used. The privacy information for the relevant study will provide further details where required.

Taking part in a StudySetGo study is voluntary. Where you are asked to consent to participate in research, your research consent and our legal basis for processing your personal data are related but separate issues. Withdrawing from a study does not necessarily mean that information already collected as part of the research must be deleted, particularly where it needs to be retained to preserve the integrity of the research or meet legal, ethical or regulatory requirements.

Where we get personal data from

We may receive personal data directly from you when you contact us, register your interest in research, participate in a study, complete questionnaires or assessments, use our website, sign up to our newsletter or otherwise interact with StudySetGo.

Depending on the study or service, we may also receive information from other organisations involved in the research, including clients that commission studies, recruitment partners, laboratories, healthcare or research professionals, technology providers and other organisations supporting the delivery of a study.

Where we obtain information about you from another source, we will handle it in accordance with applicable data protection law and the arrangements for the relevant study.

Who we share personal data with

We only share personal data where there is an appropriate reason to do so.

Depending on the circumstances, we may share information with organisations that commission research from us, researchers and study personnel, laboratories and sample-processing providers, participant recruitment providers, technology and clinical trial platform providers, wearable or device providers, fulfilment and delivery providers, statisticians and other specialist research providers, professional advisers, insurers, ethics committees and relevant regulatory or public authorities.

We may also use providers that support the day-to-day running of our business, such as cloud hosting, IT, communications and professional services providers.

Not every organisation will be involved in every study. The organisations involved in processing participant information may therefore differ between studies. Where appropriate, further information will be provided in the privacy information for the particular study.

Where another organisation processes personal data on our behalf, we require it to protect the information and only process it for the purposes we have agreed.

International transfers

Some of the organisations and technology providers we work with may be located outside the UK, or may access personal data from other countries.

Where personal data is transferred outside the UK, we will make sure that appropriate safeguards are in place as required by data protection law. Depending on the destination and recipient, these safeguards may include UK adequacy regulations, the UK International Data Transfer Agreement, the UK Addendum to the EU Standard Contractual Clauses or another legally recognised transfer mechanism.

Where required, we will also assess the circumstances of the transfer and whether additional safeguards are necessary.

The international transfers involved in a particular clinical study may differ depending on the organisations supporting that study. Further information may therefore be provided in the privacy information for the relevant study.

How long we keep personal data

We only keep personal data for as long as it is reasonably necessary for the purpose for which it was collected, including to meet legal, regulatory, research, ethical, contractual and accountability requirements.

Different retention periods apply to different types of information.

Clinical research information may need to be retained for a longer period to protect the integrity of the research and meet applicable research or regulatory requirements. The appropriate retention period will depend on the particular study and will be explained in study-specific documentation where appropriate.

Business and client records may be retained for the duration of our relationship and afterwards where required for legal, contractual, financial or record-keeping purposes.

Where you unsubscribe from marketing communications, we may retain limited information on a suppression list so that we can make sure we do not contact you again for marketing purposes.

When personal data is no longer required, we will securely delete it or anonymise it so that it can no longer be associated with an identifiable person.

12. How we protect personal data

We use appropriate technical and organisational measures to protect personal data against accidental or unlawful loss, alteration, disclosure, access or destruction.

Access to personal data is limited to people who need it for their role. Where we use third parties to process information on our behalf, we take steps to make sure appropriate data protection and security arrangements are in place.

Where possible, identifiable participant information is separated from research information and study identifiers are used to reduce unnecessary access to directly identifiable information.

Cookies and our website

Our website may use cookies and similar technologies to operate correctly, understand how visitors use the website and improve our services.

Some cookies are necessary for the website to work and do not require consent. Where we use non-essential cookies, such as analytics or advertising technologies, we will ask for your consent where required.

You can manage your cookie choices through the cookie controls available on our website.

Marketing

If you sign up to receive our newsletter or other marketing communications, we may use your contact details to send you information about StudySetGo, clinical research and our services.

Where required, we will ask for your consent before sending marketing communications.

You can unsubscribe at any time using the unsubscribe option included in our communications or by contacting us.

Unsubscribing from marketing will not prevent us from contacting you where we need to communicate with you for another reason, for example in connection with a study you are participating in or a service we are providing.

Your data protection rights

Depending on the circumstances, you may have the right to ask us for a copy of the personal data we hold about you, ask us to correct inaccurate or incomplete information, ask us to delete your information, ask us to restrict how we use it, object to certain uses of your information, and receive certain information in a portable format.

Where we rely on your consent to process personal data, you can withdraw that consent at any time.

These rights are not absolute and may not apply in every situation. In particular, specific rules and exemptions may apply to personal data used for research purposes.

If StudySetGo is processing your personal data solely on behalf of another organisation, we may need to refer your request to that organisation as the relevant controller.

To exercise your rights, please contact us using the details provided in this Privacy Notice.

Complaints

If you have concerns about how we use your personal data, we would encourage you to contact us first so that we can try to resolve the issue.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's data protection regulator.

You can find further information about your rights and how to make a complaint on the ICO's website.

Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes to our services, clinical research activities or legal requirements.

When we make changes, we will update the date at the top of this Privacy Notice. Where changes are significant, we may take additional steps to bring them to your attention.