

1. Do you represent a Small or Medium Enterprise?

The STAR II project ([website](#)) seeks to assist European Union data protection authorities (DPAs) in raising awareness among businesses, especially small and medium enterprises (SMEs), on the new EU legal framework for personal data protection, particularly the General Data Protection Regulation (GDPR). It also seeks to assist these SMEs in ensuring they are compliant with this framework.

In this survey we are attempting to better understand the needs of SME's in relation to the GDPR, their interaction with their national data protection authorities, and areas where they are experiencing challenges.

The survey should take about five minutes to complete.

1. Do you represent a small or medium sized enterprise, located in a member state of the European Union?

(The working definition of an SME, is any company or business with less than 250 employees)

Yes

No

2. About your small or medium enterprise

We would like to know a little about your company or organisation

2. In which country is your business primarily based?

3. How many people does your company employ?

- Less than 10 persons
- 10 to 49 persons
- 50 to 249
- 250+

4. In what sector(s) do you primarily do business?

- | | |
|---|---|
| <input type="checkbox"/> Technology | <input type="checkbox"/> Retail |
| <input type="checkbox"/> Health, medicine, or social care | <input type="checkbox"/> Construction |
| <input type="checkbox"/> Transport and logistics | <input type="checkbox"/> Agriculture |
| <input type="checkbox"/> Manufacturing | <input type="checkbox"/> Legal |
| <input type="checkbox"/> Tourism | <input type="checkbox"/> Media and communications |
| <input type="checkbox"/> Entertainment | <input type="checkbox"/> Food |
| <input type="checkbox"/> Finance | |
| <input type="checkbox"/> Other (please specify) | |

5. How important is processing personal data to your business?

- | | |
|---|--|
| <input type="radio"/> Extremely important | <input type="radio"/> Not so important |
| <input type="radio"/> Very important | <input type="radio"/> Not at all important |
| <input type="radio"/> Somewhat important | |

3. The General Data Protection Regulation and you

The EU's General Data Protection Regulation (679/2016) came into force in May 2018. We would like to understand the impacts this has had upon SMEs.

6. How familiar would you consider yourself to be with the requirements of the General Data Protection Regulation?

- | | |
|--|---|
| <input type="radio"/> Extremely familiar | <input type="radio"/> Not so familiar |
| <input type="radio"/> Very familiar | <input type="radio"/> Not at all familiar |
| <input type="radio"/> Somewhat familiar | |

7. What (if any) have been your biggest challenges arising from the General Data Protection Regulation?

8. How did you manage these challenges?

9. Which areas of the GDPR (if any) would you like to have more guidance on?

- | | |
|--|--|
| <input type="checkbox"/> Role of the Data Protection Officer | <input type="checkbox"/> Lawful grounds for processing personal data |
| <input type="checkbox"/> The rights of data subjects | <input type="checkbox"/> Role of the Data Protection Authority |
| <input type="checkbox"/> Data protection impact assessments | <input type="checkbox"/> Data-protection by design and default |
| <input type="checkbox"/> Technical measures for data protection | <input type="checkbox"/> Anonymisation and pseudonymisation |
| <input type="checkbox"/> Organisational measures for data protection | <input type="checkbox"/> Data breach notification and procedures |
| <input type="checkbox"/> Responsibilities of the data controller | |

Other (please specify)

10. Could you provide an estimation of an effort you spend on GDPR compliance?

No effort A very significant effort

4. SMEs and Data protection authorities

On this page, we will ask a few questions about your experience with your national data protection authority. Data Protection Authorities are the supervisory bodies with responsibility for the GDPR in each EU member state. They may also be called Information Commissioners, Data Protection Commissioners, Inspectors or Ombudsmen.

11. Have you ever seen an advert or awareness raising campaign from your national data protection authority?

- Yes
- No
- Not sure

12. Have you ever contacted your national Data Protection Authority?

- Yes
- No

13. How did you contact them?

- Phone
- Email
- Letter/Fax
- Online (web form or chat)
- Other (please specify)

14. Were you satisfied with their response?

- | | |
|--|---|
| <input type="radio"/> Very satisfied | <input type="radio"/> Dissatisfied |
| <input type="radio"/> Satisfied | <input type="radio"/> Very dissatisfied |
| <input type="radio"/> Neither satisfied nor dissatisfied | |

If you answered dissatisfied or very dissatisfied, can you tell us why that was?

15. In the last six months, how often have you accessed any guidance from your national data protection authority?

- More than ten (10) times
- 6- 10 times
- 3-5 times
- 1-2 times
- Never

16. How useful has this guidance been?

- Extremely useful
- Very useful
- Somewhat useful
- Not so useful
- Not at all useful

if the guidance wasn't useful, can you tell us why this is?

17. Have you ever used any other sources of data protection or GDPR related guidance? If so, can you tell us what these sources were?

18. What could your Data Protection Authority do that would help your company comply with the GDPR?

5. Thank you and Follow-up

Thank you for answering our questions and making an important contribution to this research. If you would be open to being contacted for a follow-up interview, then there is an opportunity below to provide contact details. The contact details would be securely stored by Trilateral Research (contactable on info@trilateralresearch.com), and used solely to contact to you arrange a follow-up interview about your experiences with the GDPR. They will be deleted at the conclusion of the survey research.

19. Would you be willing to be contacted by a researcher from the STAR II project to conduct a follow-up interview about your experience with the GDPR as a SME?

Yes

No

20. Do you consent to Trilateral Research storing your personal information (contact details) for the purposes of organising these follow up interviews?

Yes

No

21. Please provide contact details on which we can reach you

Name

Company

Email Address

6.