



POWERED BY

robertsoncooper

## Good Day at Work Platform Frequently Asked Questions

Here you'll find answers to the questions we get asked most often.

### What is the Good Day at Work platform?

The Good Day at Work platform is the online platform for workplace wellbeing experts, Robertson Cooper. It gives you insights on your personal health and wellbeing by providing you with personalised feedback reports on your overall health, wellbeing and resilience, with hints and tips to improve.

### Who is Robertson Cooper?

Robertson Cooper is an independent organisation, specialising in workplace wellbeing. Our mission is to create more good days at work and we work with companies of all sizes to measure and improve the wellbeing of their employees.

### What personal feedback reports will I have access to?

That depends on which questionnaire(s) you have been asked to complete, but there are three reports that you may receive.

**Wellbeing Snapshot** gives insights on your wellbeing 'in the moment'. It looks at how resilient you are feeling, how you feel about a range of potential workplace stressors and your current levels of wellbeing. It compares your results against others throughout, providing a simple red-amber-green rating and provides a range of hints and tips.

**iResilience** provides insights on where you draw your resilience from, based on your personality – the way you tend to behave at home and at work. It also looks at how you are likely to cope in a range of workplace situations, such as when workload is high or when work relationships are challenged.

**Leadership Impact** provides leaders and managers with a view of their leadership style – how much of a balance can you strike between challenging and supporting your team? It gives feedback on the likely strengths and risks of your style on the wellbeing of your team.

### How do I access the Good Day at Work platform?

Once you're on our home page, you can access your account by either registering or logging back in your account. You may be asked to verify your email address if you haven't received an email directly from us. Once logged in, you can manage your profile by clicking on your initials in the top right corner.

### Is everything confidential?

Yes, it is. Only you have access to your personalised feedback reports, unless you choose to share them with someone like a colleague or friend. Robertson Cooper are Occupational Psychologists and are bound by a professional code of practice, of which employee confidentiality is a core part. In practice, this means that we won't share your individual results with anyone in a way that identifies you.

### Who do I contact if I have any IT issues?

We hope that you don't need any technical support, but we know that sometimes things can go wrong. You can contact our helpdesk to assist with technical problems at [support@robertsoncooper.com](mailto:support@robertsoncooper.com) and they'll get back to you as quickly as possible, normally within 2 working days (but often much quicker than that).

### Is all of the data processed in the UK?

Yes, and the data will not be shared with any third-party organisations. You can read our Privacy Policy for more information.

### How long will you keep my data?

We'll retain your personal data for as long as we have a relationship with you and for a period of time afterwards where we have an ongoing business need to retain it, in accordance with our data retention policies and practices. Following that period, we'll make sure it's deleted or anonymised.

### Your data rights

It's your personal data and you have certain rights relating to it. You have rights to:

- Know what personal data we hold about you, and to make sure it's correct and up to date
- Restrict the processing of your personal data where you have a particular reason for wanting the restriction e.g. while you wait for your data to be corrected. Please let us know by emailing us.
- Withdraw from our products and services or wish to remove the information which we hold about you, please let us know by emailing us.
- Request a copy of your personal data, or ask us to restrict processing your personal data or delete it
- Object to our continued processing of your personal data

You can exercise these rights at any time by sending an email to [support@robertsoncooper.com](mailto:support@robertsoncooper.com)

If you're not happy with how we are processing your personal data, please let us know by sending an email to the same address. We will review and investigate your complaint and try to get back to you within a reasonable time frame. You can also complain to your local data protection authority. They will be able to advise you how to submit a complaint.