Privacy Policy

We want to introduce you to our privacy policy, which explains how we look after the information that you share with us, and what rights you have as a member of voices@VERVE.

This information is for the [website hosted at www.voicesatverve.com ("Our Site") and is designed to ensure you are protected and your privacy respected. Whilst this might seem formal, it is here to enable your security and enjoyment of being part of the Community.

Introduction

Our Site is operated by Verve Partners Ltd (Verve) (we, us and our). For the purposes of the UK GDPR and Data Protection Act 2018 ("Data Protection Law"), we are the data controller. Our registered office address is 1 Paris Garden, London, SE1 8ND and our registered number of 06663787. For our contact details please see below.

Our Site is powered and hosted by our trusted partner Alida ("Alida") who provides us with a platform for the purposes of conducting market research. Alida acts as a data processor, processing your personal data on our behalf for the purposes of providing you with access to Our Site. Alida's registered office address is 10 John Street, London, WC1N 2EB with the registration no. being 06452616.

Acknowledgment

This policy and the Terms of Use set out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Please read the following carefully to understand our approach and handling regarding your personal data and how we will treat it.

By registering as a member of Our Site, you acknowledge you have read and understood this Privacy Policy.

Information we collect about you

We will collect and process the following personal data from you:

Information you give us: This is information about you that you give us directly when you interact with us by filling in forms on Our Site or by corresponding with us by e-mail or otherwise. It includes information you provide when you register to use Our Site, participate in discussions, surveys, answer mini polls, suggest ideas on or via Our Site,

enter a competition, promotion or survey, submit a query, and when you report a problem with Our Site.

The information you give us may include your name, address, e-mail and phone number, personal description, photograph, login and password details, responses to surveys, media capture (including video and voice recordings) and other discussions which take place on Our Site.

Information we collect about you from using Our Site: We will automatically collect information from you each time you visit Our Site. This includes:

Technical information. This may include the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.

Information about your visit. This may include the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), elements you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page.

Location data. We collect information through Our Site as to your real-time location to provide location services where requested or agreed to by you in order to deliver content, activities or other services that are dependent on knowing where you are. This information is also collected in combination with an identifier associated with your device to enable us to recognise your mobile browser or device when you return to Our Site.

Information we receive from other sources. This is information we receive about you:

- If you use any of the other websites, apps we operate or the other services we provide.
- from third parties we work closely with.
- We are working closely with third parties (including, for example, business partners, sub-contractors in technical analytics, and search information providers). We will notify you when we receive information about you from them, and if we intend to share your data with them, and the purposes for which we intend to use it for. We will also tell you if we will combine the data collected from third parties with data collected about you, and for what purpose.

Cookies and other technologies

As described in our Cookie Policy, we use cookies and similar technologies to recognise you and/or your device(s). You can control cookies through your browser settings and other tools. You can also opt out from our use of cookies and similar technologies that track your behaviour. Details of the cookies we use can be found in our Cookie Policy.

Our use of your information

Information we collect from you may be used for the following purposes:

to contact you by email to invite you to take part in specific market, social and satisfaction research activities

to obtain your views on products, services and the activities of the Community

for entry into free prize draws and to contact you should you win and to send you any prizes.

for informing you of the benefit/s to you, as a result of your registering to use the Community and participating in research activities

to process your answers to surveys and analyse the results:

- this may be in aggregated form which does not identify you, or
- at a level which will only be associated with your screen name and will not contain any personally identifiable information or be in a manner which enables us to identify you personally

to provide you with information and services that you directly request from us

to help improve services, for example enabling action upon information you provide or to deal with any complaints or concerns raised

to ensure that content from the Community is presented in the most effective manner for you and for your computer and/or device(s)

to notify you about changes to the Community or this Privacy Policy.

We may combine information we receive from other sources with information you give to us and will use the combined information for the purposes set out above.

Also, if you contact us, we may keep a record of that correspondence.

Who we give your information to / We may give your information to:

Any member of our group/trusted partners, who support our processing of personal data under this policy.

Selected third parties. We may disclose your personal information to third parties:

- In the event of winning in our prize draws or to reward you for your participation in our research activities, your name and email address will be shared and hosted onto the Vex Rewards platform, in order for us to process your reward. For Vex Rewards Terms and Conditions and Privacy Policy, please access: https://verve.vexrewards.com/SignIn/ViewTerms.aspx. If you do not wish for Verve to share your details in order to process a reward, please email the helpdesk to inform us (include the helpdesk) In the event that we sell or buy any

business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets subject to the terms of this privacy policy.

- If Verve or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of supply terms and other agreements with you; or to protect the rights, property, or safety of Verve, our users, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction and to prevent cybercrime.

Where we store your information

The data that we collect from you will be transferred to, and stored at, a destination inside the UK or European Economic Area ("EEA").

Public forums

Our Site may make chat rooms, message boards, news groups and/or other public forums available to its users. Any information that is disclosed in these areas becomes public information and you should exercise caution when using these and avoid posting any personal information.

How we protect your information

All information you provide to us is stored on secure servers. These use a number of controls to ensure your data is kept secure at all times. As an ISO 27001 certified company, Verve has the administrative, technical and physical controls in place to keep your data secure at all times. Where we have given you (or where you have chosen) a password which enables you to access certain parts of Our Site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to Our Site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Our site may, from time to time, contain links to external sites. We are not responsible for the privacy policies or the content of such sites.

How long we keep your information

Data is retained for the life cycle of the Community and in accordance with the contract between us and Verve, which may require the data to be stored for a further six months after the closure of the Community. This is in line with data protection legislation and

Market Research Society guidelines on retention of data. This may include retention necessary to meet our contractual obligations to you, to identify issues or to resolve legal proceedings. We may also retain aggregate information beyond this time for research purposes and to help us develop and improve our services. You cannot be identified from aggregate information retained or used for these purposes.

Your rights

You have the right under certain circumstances:

to be provided with a copy of your personal data held by us;

to request the rectification or erasure of your personal data held by us;

to request that we restrict the processing of your personal data (while we verify or investigate your concerns with this information, for example);

to object to the further processing of your personal data;

to request that your provided personal data be moved to a third party.

Your right to withdraw consent: where the processing of your personal information by us is based on consent, you have the right to withdraw that consent without detriment at any time by contacting us.

You can also exercise the rights listed above at any time by contacting us at support@voicesatverve.com

If your request or concern is not satisfactorily resolved by us, you may approach your local data protection authority, (see https://ico.org.uk/make-a-complaint).

Changes to this policy

Any changes we make to this Privacy Policy in future will be posted on this page and, in relation to substantive changes, will be notified to you by e-mail. This policy was last updated in November 2021.

Contact us

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to support@voicesatverve.com