

# Privacy Policy



## 1. Customeyes Research - OUR APPROACH

1.1 Customeyes Research takes the privacy of its Mystery Shoppers seriously. Set out below is our privacy policy, which governs the way in which we process any personal information that our Mystery Shoppers provide. If we change our privacy policy we will publish the changes here so that our Mystery Shoppers will always know what information Customeyes Research gathers, how we may use that information and whether we will disclose it to anyone.

## 2. WHO MAY PROCESS DATA

2.1 Personal information will only be collected with the Customer's consent.

2.2 The Mystery Shoppers personal information (which includes name, address and any other details provided by the Customer to Customeyes Research which identify the Mystery Shopper as an individual) may be processed by Customeyes.

2.3 Customeyes Research may be required to disclose personal information or documents about a Mystery Shopper if required to do so by law in the prevention of criminal activities in accordance with UK legislation.

2.4 Customeyes Research will not disclose your personal information to any third parties without your consent.

## 3. QUALITY

Customeyes Research will take all reasonable steps to ensure that personal information that is held is accurate, complete and up to date and secure.

## 4. PURPOSE OF PROCESSING

Customeyes Research and its partner service providers will use the Mystery Shopper's personal information for the purpose of administering Customeyes Research's relationship with the Mystery Shopper.

Customeyes Research may also wish to inform Mystery Shoppers of special offers, undertake product or customer research/development and provide other marketing information to the Mystery Shopper which Customeyes Research thinks the Mystery Shopper may find of interest. If a Mystery Shopper does not wish to receive any marketing information, they may request that their details are excluded from any promotional activity by contacting Customeyes Research at the address at paragraph 8 below and as published on our contact page.

## 5. SECURITY MEASURES

Customeyes Research cannot guarantee the protection of Mystery Shoppers' personal data transmitted electronically due to the nature of the Internet. Mystery Shoppers should be aware that when personal information is disclosed on the Internet it may be collected by another user and may result in unsolicited messages from other Internet users.

## 6. ACCESS TO MYSTERY SHOPPERS PERSONAL INFORMATION

The Mystery Shopper has the right to request a copy of all the personal information Customeyes Research holds about them (a small fee may apply) and to have any inaccuracies corrected. Please address requests to Customeyes Research at the address in paragraph 8 below.

7. CONTACT DETAILS If the Mystery Shopper has any enquiries or concerns about this privacy policy, or wishes Customeyes Research to cease processing the information it has about that individual as a result of the Mystery Shopper 's use of this Website, please contact us at the address below:

22 Shrublands Road

Berkhamsted

Herts, HP4 3HX

