

PEOPLE FOR RESEARCH

CLIENT PRIVACY POLICY



This privacy policy applies to current and past clients, as well as potential clients of People for Research. If you are a participant in user recruitment, this policy does not apply to you. Please [visit this page](#) instead to find out how we process your personal data as a participant.

OUR CONTACT DETAILS

- Name: People for Research Ltd
- Address: Suite 302, QC30 Queen Charlotte Street, Bristol BS1 4HJ
- Phone number: 0117 921 0008
- E-mail: gdpr@peopleforresearch.co.uk

THE TYPE OF PERSONAL INFORMATION WE COLLECT

We currently collect and process the following information:

- For all website visitors, we collect non-identifiable statistical data collected via Google Analytics' first-party cookies.
- If you visit our website and decide to get in touch with us either via phone or email, we will collect your:
 - First and last name
 - Company name
 - Job title
 - Email address
 - Phone number

HOW WE COLLECT THE PERSONAL INFORMATION AND WHY WE HAVE IT

Most of the personal information we process is provided to us directly by you for the following reasons:

- Because you want to find out more about our user recruitment services
- Because you have requested a quote for a specific project
- Because you signed up to our newsletters

On some occasions, we will also receive personal information indirectly, from the following sources in the following scenarios:

- Receive a quote
- Discuss a project and/or our services
- Work on a user recruitment project
- Deal with legal or financial requirements associated with a project
- Any other scenarios where a colleague may share your data with us so we can continue working together on a project

Depending on what you agreed to, we use the information that you have given us to reply to your requests, provide more information about our services, send you our newsletters and other marketing communications, and deliver our services.

If you have instructed us to do so, we may share this information with the participants that we recruit for your project.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent - this applies if you have been in touch with us to request information about our services or signed up to our newsletter. In this scenario where People for Research and the company you represent do not move towards the contract stage, you are able to remove your consent at any time and request the permanent deletion of your data. You can do this by contacting gdpr@peopleforresearch.co.uk.

(b) We have a contractual obligation – this applies if People for Research and the company you represent (or yourself, as a self-employed individual) are at the stage of starting a project together or currently working on a project together.

(c) We have a legal obligation – this applies if People for Research and the company you represent (or yourself, as a self-employed individual) have previously worked on a project together and we have a legal obligation to keep some of your data if, for example, you have signed a contract or any other legal documents as part of the working relationship between the parties.

HOW WE STORE YOUR PERSONAL INFORMATION

Your personal data is securely stored in our internal systems and third-party platforms we may use.

We keep any personal data we process based on informed consent for a period of 5 years and/or for as long as we have your consent to do so. We will then dispose of your information by permanently deleting it from all our systems and third-party platforms.

We keep any personal data we process based on contractual or legal obligation for an indefinite period of time. Once data is no longer covered by the contractual obligation (as soon as the project ends), we process it based on legal obligation. Under Article 17 of the GDPR, organisations are not required to permanently delete personal data covered by legal obligation.

YOUR DATA PROTECTION RIGHTS

Under data protection law, you have rights including:

- Your right of access – You have the right to ask us for copies of your personal information.
- Your right to rectification – You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure – You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing – You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing – You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at gdpr@peopleforresearch.co.uk, call 0117 921 0008 or post a letter to People for Research, Suite 302, QC30 Queen Charlotte Street, Bristol BS1 4HJ if you wish to make a request.

HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to us by emailing gdpr@peopleforresearch.co.uk, calling 0117 921 0008 or posting a letter to People for Research, Suite 302, QC30 Queen Charlotte Street, Bristol BS1 4HJ.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>