



# Data Protection, Security & Privacy Policy

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## Version 5

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Position CEO

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## General

We want to protect the privacy of all individuals who use one of our solutions to give feedback. Please read the following policy; it will help you to understand how we use your personal data.

## Who we are

This web survey is operated by We Love Surveys Limited, a company registered in England under number 04591752. Its registered office is at ATIC, Loughborough University, 5 Oakwood Drive, Loughborough, LE11 3QF.

## Your consent to our use of your personal data and cookies

WHENEVER YOU PROVIDE US WITH INFORMATION ABOUT YOURSELF, YOU ARE CONSENTING TO OUR COLLECTING AND USING THAT PERSONAL DATA IN ACCORDANCE WITH THIS PRIVACY POLICY.

If you wish to withdraw consent for any reason, please contact: [help@welovesurveys.co.uk](mailto:help@welovesurveys.co.uk)

## What personal data do we collect?

The data we collect about each individual depends on who they are in relation to our business.

If you are a customer completing feedback for an organisation, the personal data to be collected is defined by the contracting party, not by We Love Surveys. This data could be an email address, phone number, postal address or similar. In most cases completion of this personal data is optional and is your choice as to whether to complete or not. When you submit personal information that data is made available to the contracting party via our web portal and email reports.

If you are a client [setting up surveys for your customers] who provides information about yourself, we collect the personal data which you provide to us. This is typically your name, location, and contact details. When you enter into a contract with us we store your email address, user name, a cryptographically hashed version of your password, and a timestamp of when your account was created.

When you visit any of our web surveys or website in any capacity we collect your Internet Protocol (IP) address (a string of numbers unique to your computer which is recorded by our web server when you request any page or component on our website).

If you contact us to report a rating or posting or to object to any content on our website, we collect the following information about you: your name and address, your email address, any other information which we may need to check your identity, and any personal data which you provide to us in any emails or other correspondence.

## How do we use your personal data?

We Love Surveys do not use information gained from a third party survey, personal or otherwise on our own website, this data is made available only to the contracting party for them to use. For this the data protection policy of the contracting party would prevail.

All data collected on behalf of our contracting clients is stored securely on our servers which are based in the European Economic Area (EEA) and access is granted to nominated individuals from the organisation via a secure web portal and direct email.

We use personal data provided by our clients and their employees and personal data obtained from publicly available sources to help us to keep the information on our system up to date, and to correct any inaccurate or misleading information.

We may use personal data about people in conjunction with the contracting party to investigate any actual or suspected misuse of our surveys or any unlawful activity.

We use the contact details of employees of our customers to:

- provide services to our customers;
- to manage their account or subscription;
- to let them know about other products and services in which they may be interested;
- to inform them about changes and improvements to our website;
- for direct marketing purposes (but they may opt out of this – please see below).

We may also use personal data:

- to monitor the use of our website and personalise visits to our website;
- to record traffic flows to our website;

When you send us personal data via our websites, the data is stored on servers within the European Economic Area.

## To whom might we disclose your personal data?

Personal data about customers – their name, location, ratings and information included in reviews and feedback – are made available to the contracting party only. The contracting party may then use that feedback under its own data protection policy.

Personal data about our clients - we may provide the names, email address and other personal details to our information providers to allow them to correct and update their information.

We may pass personal data to our data processors.

We may provide personal data to anyone who buys our business or business assets.

We may provide personal data to the law enforcement agencies, the Information Commissioner's Office or the courts.

We may provide personal data to: any regulatory body that sends a request, all requests will be verified before providing any information.

Except as set out above, we will not disclose personal data unless we are obliged to do so or allowed to do so by law, or where we need to disclose it in order to run our business (for instance where we outsource services or to people who process data for us).

If we use a third party to process your personal data, we will require it to process your data only in accordance with our instructions and to protect your personal data against unauthorised or accidental use, access, disclosure, damage, loss or destruction.

## Direct marketing

If you are an employee of one of our customers, you consent to us contacting you by e-mail, SMS or other means to market our goods and services.

You have the right at any time to stop us from contacting you for marketing purposes. If you wish to do that, please contact: [help@welovesurveys.co.uk](mailto:help@welovesurveys.co.uk). Alternatively you may write to us at: ATIC, 5 Oakwood Drive, Loughborough, LE11 3QF

## Access to your personal data and correcting it

### Your Rights

You have the right to request from us access to your own personal information. From 25 May 2018, we will respond to your subject access request free of charge.

You also have the right to ask us not to process your personal data for direct marketing. We will inform you (before collecting your data) if we intend to use your data for this purpose. You can exercise your right to prevent such processing by contacting us at [hello@welovesurveys.co.uk](mailto:hello@welovesurveys.co.uk)

From 25 May 2018, you will have additional rights to request from us:

- That any inaccurate information we hold about you is corrected
- That your information is deleted
- That we stop using your personal information for certain purposes
- That your information is provided to you in a portable format
- That decisions about you are not made by wholly automated means

Some of the rights listed above are limited to certain defined circumstances and we may not be able to comply with your request. If you choose to make a request to us, we will aim to respond to you within one month. We will not charge a fee for dealing with your request.

If you are unhappy with how we are using your personal information or if you wish to complain about how we have handled a request, then please contact our Data Protection Officer at [hello@welovesurveys.co.uk](mailto:hello@welovesurveys.co.uk) and we will try to resolve any issues you may have. However, you also have the right to complain to the Information Commissioner's Office, at <https://ico.org.uk/concerns/>.

We would like to keep your personal data accurate and up to date. If you become aware of any errors or inaccuracies please let us know by contacting: [help@welovesurveys.co.uk](mailto:help@welovesurveys.co.uk). Alternatively, you may write to us at: ATIC, 5 Oakwood Drive, Loughborough, LE11 3QF

### Links to other websites

This privacy policy applies to the following websites:

[www.welovesurveys.co.uk](http://www.welovesurveys.co.uk)

[www.makeusbetter.net](http://www.makeusbetter.net) (and all subsidiary websites)

[www.yourvoice.team](http://www.yourvoice.team) (and all subsidiary websites)

Our websites may contain links to websites operated by other people. These other websites may collect and use personal data in a way which is different from the way in which we collect and use personal data.

When you visit a website operated by someone else, you should read its privacy policy.

We are not responsible for the way in which the operators of other websites collect and use personal data.

## Security

When we collect, process or use your personal data, we take steps to ensure that it is treated securely and in accordance with this privacy policy.

Unfortunately, no data transmission over the internet or any other network can be guaranteed as 100% secure, but we take appropriate steps to try to protect the security of your personal data.

**Customer Feedback Application** - The data collected using our Apple and Android Application is always stored encrypted on the device. In most cases access to the device is protected by password. The transfer from any device to the WE LOVE SURVEYS data centre is always encrypted and access to the services is protected by password and device identification.

Data held on the device cannot be extracted or decrypted but we encourage all customers to ensure that their tablets are secured appropriately to their environment and data sensitivity.

## Changes to this privacy policy

We keep this privacy policy under regular review and may change it at any time without giving you notice. The updated privacy policy will appear on this webpage. Please check it each time you visit this website or provide us with any personal data.

We last updated this privacy policy On 19 March 2021.

## How to contact us

If you have any questions about this privacy policy or any personal data which we hold about you, please contact: [help@welovesurveys.co.uk](mailto:help@welovesurveys.co.uk). Alternatively you may write to us at: ATIC, 5 Oakwood Drive, Loughborough, LE11 3QF

This policy is approved for implementation by the WE LOVE SURVEYS Management Team

on 19 March 2021



Helen Dargie

WE LOVE SURVEYS CEO

ICO Registration Number **Z8755313**