



25 Gloucester Place, London W1U 8HT

## Privacy Notice

Spectrum is a provider of Market Research studios, specifically designed to provide the environment for Market Research sessions. Our studios are equipped with recording facilities and viewing through a one way mirror.

There are three companies that are involved in most sessions we host:

- A recruiter / recruitment company – who found you for the session
- A moderator – who will run the session, often from a research company or freelancer
- A client – who has commissioned the research to be undertaken

In order to help confirm attendance we often receive participant details from the recruiter or moderator company prior to the session's commencement. We request that anyone sending us profiles includes the minimum information necessary, first name, surname and mobile number. All participant details sent to Spectrum are requested to be password protected, with the password provided in a separate email.

Details sent to us are saved securely with an encrypted egnyte secure server and emails deleted. Only trained Managers will have access to the secure server and will have a personal login so data handling can be tracked.

Any paper copies of profiles that we print will be locked away prior to sessions starting and at the end of the session hard copies are shredded immediately and digital profiles deleted from the server within 24hrs.

Recordings of the research session are in both Audio and Video format. The moderator of assigned person are sent a link to download a password protected version of these via a secure content delivery site. Passwords are sent in a separate email. Those receiving the files are responsible for informing you who they are, and how long they will keep them for at the recruitment stage, as well as securely storing them for this time period. Files from Spectrum are available for download for 14 days before the link expires and recordings are deleted.

If a client / moderator wishes details to be sent via a secure FTP site or portal Spectrum will follow this procedure as long as it is deemed secure. Any logins / codes for such sites will be secured on our egnyte server which is only accessible by trained managers.

Data is not passed to third parties, or used for marketing, or indeed any use outside of the session that participants have agreed to take part in.

