

# Privacy Policy

Surveys.co.uk is powered by *Consumer Lifestyles*<sup>™</sup> and both are brand names managed and owned by Data Locator Group Ltd. (“DLG” or “We”) who are specialists in the provision of consumer data for marketing and market research purposes and we are committed to protecting and respecting your privacy. We work closely with some of the UK’s leading brands to help them target their offers better and help them learn more about what consumers want from their products. Surveys.co.uk provides manufacturers, retailers and service providers with the key information they need to serve you better.

As a leading data marketing company, DLG takes the issue of personal data and privacy extremely seriously. DLG is registered as a Data Controller with the Information Commissioner’s Office, and as such your information will always be safeguarded through our adherence to the Data Protection Act 1998, and the Privacy and Electronic Communications Regulations (2003) to ensure that the information you provide to us is safe and only used for the purposes stated in the opt-in statement and this Privacy Policy.

DLG is also a member of the UK Direct Marketing Association (DMA) and fully complies with its protocols to properly ensure the correct use of data.

This Privacy Policy (together with our Terms of Use for [www.surveys.co.uk](http://www.surveys.co.uk) and any other documents referred to on it) sets 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 views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998 (the “**Act**”), the Data Controller is Data Locator Group Ltd, Company No. 06742075, Registered in England. Registered Office: Green Heys, Walford Rd, Ross-on-Wye, HR9 5DB a subsidiary of DM plc.

## INFORMATION WE MAY COLLECT FROM YOU

Surveys.co.uk is keen to ensure that the principals of our opt-in when your data is collected are clearly explained. The information you volunteer to Surveys.co.uk and that DLG holds about you, will be shared and used to appropriately target offers and marketing communication from Surveys.co.uk, from our clients, from our selected third party partners and from DLG and its other brands. Marketing communication may be through email, postal mail, telephone marketing, SMS/MMS and social media, depending on which contact channel information you have volunteered.

Some questions on our consumer surveys are specific to our named sponsors, and by expressing a positive interest in their brand or products you are also agreeing to contact from them. By volunteering your phone number you are agreeing to telephone contact by these named sponsors. You may subsequently need to contact these named sponsor brands directly if in the future you decide to opt-out of further communication from these brands. By responding to any question, consent is given to contact from our customers in the Industry Sectors referred to under the ‘Industry Sectors’ section below.

We may collect and process data about you in the following ways:

- Your data may be used for analytical purposes. Your data may also be used in conjunction with data we may have received from other sources in order to improve personalised and targeted communications, and we may share information with other companies for the same reason.

- Your data may be shared and combined with other companies who hold your personal data, and we may use information from other sources to add to data we already hold. This information may help us to improve our ability to service your needs on a personalised basis, by helping us to learn more about you and your purchasing habits and allowing us to let you know about offers you might be interested in.
- Your data may be used for data validation, profiling, modelling, enhancement, information verification, suppression, tracing and to the extent permitted by law, individual reference or look-up services, by DLG and third parties.
- Please remember that you can de-register from Surveys.co.uk at any time (see Deregistration below). Furthermore you can request suppression of your details from DLG's database if you would prefer us not to use your information for any of the above.
- You can also request to know what personal information DLG holds about you, by writing in person to us at the address below asking for a *subject access request*.
- DLG may also receive information about you when you register on one of our affiliate or partner sites, or when you take part in a special promotion for one of these affiliates or partners. If you have registered with Surveys.co.uk through one of our third party partner sites, it is possible that the third party site may also retain your data, but only in accordance with the terms and conditions as published by them on their site.
- By filling in forms on our site [www.surveys.co.uk](http://www.surveys.co.uk) ("our site"). This includes information provided at the time of registering to use our site, subscribing to our service, posting material or requesting further services.

## WHERE WE STORE YOUR PERSONAL DATA

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The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. 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.

## USES MADE OF THE INFORMATION

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We use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.

- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

We may also use your data, or permit selected third parties to use your data, to provide you with information about goods and services which may be of interest to you and we or they may contact you about these by e-mail, postal mail, telephone marketing, SMS/MMS and social media.

Where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have specifically consented to this.

If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please contact us at Data Locator Group, Compliance Department, 64 Clarendon Road, Watford, Hertfordshire, WD17 1DA.

## **DISCLOSURE OF YOUR INFORMATION**

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We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries.

We may disclose your personal information to third parties:

- In the event that we sell any business or assets we may disclose your personal data to the prospective buyer of such business or 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 use and other agreements; or to protect the rights, property, or safety of DLG, our clients, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## **OTHER DLG BRANDS & CLIENTS**

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DLG collect consumer data under the following brand names: Surveys.co.uk, Consumer Lifestyles™, The Schools Register, ThePrizeFinder.com, Bingofinder.uk.com, ScratchandMatch.com, Worthi.org and A-Mail .

## **CLAIMS MANAGEMENT**

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Depending on the answers given by you, DLG may share your data with organisations specialising in Claims Management (Mis-sold PPI, Packaged Bank Accounts, Investments, Credit Card/Bank Charges, Mortgages and Pensions). DLG only work with organisations that are authorised by the Claims Management Regulator. You can find further information at [claimsregulation.gov.uk](http://claimsregulation.gov.uk). Our clients include: Harrington Jones Limited, Media Match trading as Claims Inclusive and We Fight Any Claim Ltd.

## OTHER BRANDS AND INDUSTRY SECTORS

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The following clients collecting consumer data are; PDV Ltd, DM Plc, Accolade Publishing, Club La Costa, Utilities UK Ltd trading as Direct Save Telecom , EDF Energy Customers Plc, Satellite Customer Care Limited, Wye Valley Promotions Ltd, Utilita Energy Limited, Your Legacy Matters Ltd, Niagra Healthcare Ltd, Direct Wines Limited trading as Laithwaite's Wine, Newhall Publishing Limited trading as Candis, PumaSource India Data Services Private Ltd, Homeshield Direct Limited, Virgin Media Limited, LCMB Limited trading as Emma's Diary®, Aditus Audience Acquisition Ltd, International Multi Media Entertainments Limited trading as Lotteries.com, Times Newspapers Limited trading as Sunday Times and Times, Elite Fine Wines Limited, Scottish Power UK Plc, Hudson Energy Supply UK Limited, Telefonica UK Limited trading as O2, Home Finance Advice Holdings Limited trading as Mortgage Advice Services, Crystal Windows and Doors Ltd, Thomas Sanderson Limited, Thornton & Baines Legal Ltd, Dennis Publishing (UK) Ltd trading as The Week Magazine, Auto Express and Cyclist, Great Ormond Street Hospital Childrens Charity, Asthma UK, Comfomatic Limited, Sat-Insured Limited, W.S.L. Limited, Legacy Wills and Trusts (Northwich).co.uk, Intelligent PMI Limited, Funeral Partners Limited, Protect You Limited, Smart-Sure Ltd, Economyenergy Trading Limited, Homestyle Windows Limited, Heart Research Institute (UK), PDSA Petaid Enterprises Ltd, Sat-Insure Limited, E L M Legal Services Ltd, Imperial Wine & Spirits Merchant Limited, Smarter Choice Solutions Ltd and Be Insure Solutions Ltd.

And depending on the answers you provide, the industry types you can expect your data to be supplied to are; Automotive, Charity, Education, Gaming, Leisure, Investments, Loans, Credit Cards, Insurance, Politics, Health/Mobility, Home Improvements, Wills, Funeral Plans, Mail Order, Market Research, Media, Retail, Telecoms, Toiletries/Cosmetics, Travel and Utilities. From time to time we also supply our data to these sectors via agencies/brokers; we ensure that these agencies/brokers are reputable firms.

## MARKETING SERVICES PROVIDERS

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Marketing Services Providers are companies who collect data from Data Controllers, such as ourselves, and help their clients tailor products and services which best suit your needs. The Marketing Services Providers we work with are strictly limited to only those organisations who we have completed checks on and who will process your data in strict compliance with all laws, regulations and guidance with regard to Data Protection.

We will share your data under strict licence terms with the Marketing Services Providers listed below, who like us, will use it to create products and services to help organisations better understand the likely characteristics of their customers; communicate with them more effectively; and find others like them across a range of marketing channels. This may mean that you receive advertising, from organisations within the industry sectors listed above, that is more relevant to you via direct mail or when you visit a website. The Marketing Services Providers will not however advertise their own products or services to you. To understand more we have provided you with a link to each of the Marketing Services Providers listed.

Experian Limited - <http://www.experian.co.uk/marketing-services/about/marketing-data.html>

## Credit References Agencies

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Under the Data Protection Act and future legislation, namely the General Data Protection Regulation EU 2016/67, we are also permitted to share some information with third parties who rely on Legitimate Interest to use such data for non-marketing purposes (including credit and risk management, identification and fraud prevention and returning assets to you). You have the right to object to this processing at any time by contacting us at [consumerdataprotection@dlg.co.uk](mailto:consumerdataprotection@dlg.co.uk). The companies with whom we might share your details for such purposes are; Experian Limited, Tracesmart Limited t/as Lexus Nexus.

## SPAM POLICY

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### Email Communication

Surveys.co.uk utilises email as a communication channel with customers. As a customer, and by submitting your information on the Surveys.co.uk website, you hereby acknowledge and grant Surveys.co.uk the permission to communicate with you via email (as well as other communication channels such as postal mail, telephone marketing, SMS/MMS and social media) for any purpose Surveys.co.uk determines to be relevant including, but not limited to system messages, confirmation messages, newsletters, service announcements and other marketing messages.

### SPAM Policy

Surveys.co.uk does not send unsolicited bulk emails to customers under any circumstances. On the occasion that emails are sent to customers it is in direct response to the customer providing the email address to Surveys.co.uk including, but not limited to system messages, confirmation messages, newsletters, service announcements and other marketing messages relating to the customer's expressed interest from a third party supplier and other voluntary submissions of information with the intent for Surveys.co.uk to provide a service to the customer. Surveys.co.uk does not tolerate the transmission of SPAM.

### Reporting Unsolicited Email

Surveys.co.uk views SPAM as a serious violation of privacy and a misuse of the internet in general. If you receive an unsolicited email with a domain of Surveys.co.uk you can unsubscribe via the process set out in our Privacy Policy. Upon receipt of the email, we will do our utmost to track down the offender and take any actions necessary to stop SPAM messages. SPAM is defined as the sending of Unsolicited Commercial Email (UCE), Unsolicited Bulk Email (UBE) or Unsolicited Facsimiles (Fax), which is email or facsimile sent to recipients as an advertisement or otherwise, without first obtaining prior confirmed consent to receive these communications from the sender.

### SPAM Compliance and Prevention

Surveys.co.uk asserts its compliance with the **Privacy and Electronic Communications Regulations (PECR)** that sit alongside the Data Protection Act (DPA).

### SPAM Prevention

As an additional measure to prevent the distribution of SPAM via the Surveys.co.uk email servers, Surveys.co.uk utilises a SPAM 'firewall' to scan every inbound and outbound email message that is sent and received by the Surveys.co.uk email servers. Although no method, either manual, procedural or systemic, is 100% effective in preventing SPAM, the efforts and investment that Surveys.co.uk has made are evidence of our commitment to and understanding of the importance of preventing SPAM.

## YOUR RIGHTS

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You have the right to ask us not to process your personal data for marketing purposes. We will inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by contacting us at Data Locator Group, Compliance Department, 64 Clarendon Road, Watford, Hertfordshire, WD17 1DA.

Our site may contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## DEREGISTRATION/SUPPRESSION

You can unsubscribe from Surveys.co.uk email communications at any time by clicking on the link at the foot of any email correspondence. Your details will be suppressed, Surveys.co.uk will send no further emails and your details will no longer be passed onto any third parties for the uses described in this Privacy Policy.

To request suppression from DLG completely, please write to us at the address at the bottom of this Privacy Policy, or email [consumerdataprotection@dlg.co.uk](mailto:consumerdataprotection@dlg.co.uk).

## DATA SECURITY

Although we endeavour to ensure the security of all correspondence, the Internet is not a 100% secure medium. Therefore, we are unable to guarantee the security of any data you send electronically to Surveys.co.uk and are unable to accept responsibility for any loss or damage experienced through any loss of confidentiality of your information.

## RIGHT OF TRANSFER

Should Surveys.co.uk or DLG choose to sell or transfer business assets, it is possible that the information we hold may be transferred as part of the transaction. Surveys.co.uk or DLG may choose to retain a copy of the information post sale or transfer.

## ACCESS TO INFORMATION

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

## IP ADDRESSES AND COOKIES

We may obtain information about your general internet usage by using a cookie file which is stored on your browser or the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. Some of the cookies we use are essential for the site to operate.

Cookie	Name	Purpose	More information
CFTOKEN	<a href="http://www.surveys.co.uk">www.surveys.co.uk</a>	Our cookie tracks a user's movement throughout the site and also acknowledges them when they return. Our cookie does not hold any personal data	This is an example of a cookie we use  CFID 2390665 <a href="http://www.surveys.co.uk/">www.surveys.co.uk/</a> 1536 2522070912 32364453

		<p>This cookie enables us to:</p> <ul style="list-style-type: none"> <li>Uniquely identify the user to ColdFusion, which also maintains copies of the variables from page to page as part of a session.</li> </ul>	<p>655467056 30161689 * CFTOKEN 11565642 <a href="http://www.surveys.co.uk/">www.surveys.co.uk/</a> 1536 2522070912 32364453 655467056 30161689*</p>
Google analytics	Google	<p>Google Analytics tracks uses cookies in order to provide meaningful reports about your site visitors. Google Analytics cookies do not collect personal data about your website visitors.</p>	<p><b>Types of cookie</b> __utma __utmb __utmc __utmz __utmX</p>

Please note that our advertisers may also use cookies, over which we have no control. You can block cookies by activating the setting on your browser which allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies as soon you visit our site.

#### USEFUL LINKS

As members of the Direct Marketing association we are keen to promote the best interests of consumers and how their personal data is used. If you would like to know more about how your information can be utilised, how you can restrict its use, who has access and a wide range of other aspects, we suggest you refer to the following sources:

- The Direct Marketing Association; [www.dma.org.uk](http://www.dma.org.uk)
- The Information Commissioner; [www.ico.gov.uk](http://www.ico.gov.uk)
- The Citizens Advice Bureau; [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

For further information please write to:

Compliance Department  
Surveys.co.uk  
Data Locator Group Ltd  
64 Clarendon Road  
Watford  
Hertfordshire  
WD17 1DA