



A partner you can rely on

The EU General Data Protection Regulation (GDPR), introduced in May 2018, is one of the biggest changes to data privacy regulation since 1995. With WorkBuzz, you're in safe hands – since our company was formed in 2011 we've never had a data protection complaint or serious breach. We put security, privacy and data protection at the core of our business. We constantly strive to go above the minimum regulatory standards.

Our key principles include all personal data:

- That you share with us for the purposes of your survey(s) is only stored and processed within the EEA, using a small number of trusted partners, such as our hosting company
- Is only retained for how long it is needed for – normally 12 months after a survey closes or subscription ends, so we can deal with any queries and track key trends. We can however, vary this based on your request
- Is encrypted at rest and all laptops and computers are encrypted using Microsoft Bitlocker

This guide provides an overview of the measures we take to protect your information and privacy. We are registered with the Information Commissioner's Office and our registration reference is Z2625932.

Yours faithfully,

A handwritten signature in black ink that reads "Lilith Nagorski".

Lilith Nagorski

Data Privacy Manager

Email. support@workbuzz.com

1. DATA SECURITY

We have put in place measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those of our people and other third parties who have a business need to know. They will only process your personal data on our instructions and where they have agreed to treat the information confidentially and to keep it secure. We have put in place procedures to deal with any suspected data security breach and will notify you and the ICO of a suspected breach where we are legally required to do so.

For more information on the policies we have in place and your rights, please see our [Privacy Policy](#).

2. COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA

In relation to your Franchise survey, we collect and process personal data for the purposes of administering your survey. We are the data processor of the personal data supplied to us by you, our client, the data controller. We are therefore responsible for making sure that our systems, processes and people comply with the relevant data protection laws in respect of that personal data.

When entering into an agreement with WorkBuzz, you may share with us, or upload directly to our Platform, certain demographic and Personal Data, which may for example, include name, age, gender, email address, job title, level of seniority, department, work or service start date, and primary location of your Franchisees or Clients.

The other data we collect about you is provided by you in the survey itself:

- Survey data: we store the survey data (questions and answers) respondents complete or submit via our Platform
- Other data you submit: we may collect your personal information or data if you submit it to us in other contexts. For example, by giving us a testimonial, by entering a contest or entering into correspondence with us

For more information on the collection, use, disclosure and retention of the aforementioned data, please see [Section B of our Privacy Policy](#)

3. HOW WE USE PERSONAL DATA

We use the personal information we hold in the following to provide you with reports and analysis, summarising the information gathered through our Platform and surveys.

This may include demographic analysis, based on respondent's survey answers or demographic information provided by you

- We will take all reasonable steps to protect respondents' confidentiality, like merging their feedback with other respondents
- To deal with any enquires, correspondence or complaints you have raised or have been raised by other parties relating to your use of our Platform or Services
- To compile usage reports of our Platform or Services

For more information on how we use personal data relating to our survey services, please see [Section B of our Privacy Policy](#).

4. HOW WE PROTECT YOUR DATA

Regardless of the type of personal data in question, we take all reasonable steps to ensure that information is handled securely. We follow generally accepted standards to protect the personal information submitted to us, including:

- All laptops and computers use Microsoft's Bitlocker full disk encryption feature designed to protect data by providing encryption for entire volumes.
- Once supplied, data is encrypted at rest and we use Sucuri to proactively scan for malware on our websites and other relevant areas.
- On the cloud, all data is encrypted at rest
- WorkBuzz employees are fully trained on GDPR and its impact on their role. This is regularly reviewed and re-training completed annually.

For more information on specific measures taken by WorkBuzz to protect your data, please see our [Privacy Policy](#).

5. DATA SHARING

We may disclose your personal information to other third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets
- If WorkBuzz Analytics Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets
- If for the purposes of delivering our services, a third party is required who complies with the GDPR. For example, if we require to print, post and capture large amounts of paper surveys.
- 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 or Terms of Subscription and other agreements; or to protect the rights, property, or safety of WorkBuzz Analytics Limited, our customers, or others.

For more information on third parties used for the purposes of delivering our services, please see our [Privacy Policy](#).

6. Acknowledgement and Agreement

I confirm that I have read, understand and agree to the above policies of WorkBuzz whereby we, the client, are the Controller of any personal data shared and have consent to share it for the purposes of this project.