



TNS Mystery Shopping Privacy Policy

Your privacy is important to us and we shall take care to safeguard it. We understand that you may have concerns in relation to privacy and providing your personal details on-line and therefore would like to bring to your attention our privacy policy. If you do not understand this privacy policy or are under the age of 18 you should not complete the on-line application form or proceed to fill in the test questionnaire.

When and what information do we collect?

Your personal data is only collected when you volunteer and are interested in applying to become a Mystery Shopper, or should you contact us directly. In particular, TNS may collect (you will be prompted for your consent) and hold details of your name, address, email address and username. We acknowledge and accept that some of you will prefer to not to provide certain requested information in some questions in the application form. If you do not answer all of the questions this is ok but it may affect your eligibility in relation to selection for certain assignments. We are still happy to have you apply in order to become a Mystery Shopper.

What do we do with your personal information?

You consent to us using your personal data to provide you with emails, correspondence, available assignments, or any communications relating to your application or market research which may require your involvement. By answering the questions in the online application form you acknowledge and consent that any information that you provide about areas of interest to you, information that you provide in response to the questions and any other personal information disclosed by you with your consent, will be collected and used by TNS only for your application purposes, market research purposes, market research analysis, internal administration, internal training and/or to fulfill our obligations to you. Any information you provide to us will be treated with care and respect.

Who will we share your information with?

You consent to us sharing your personal data contained in the survey or questionnaire with other companies within the TNS group and selected business partners/clients for the purpose of informing you about our and our business partners' products and services. We may also be required to disclose your personal information by law or to any regulatory authority, including to the Market Research Society.

Contacting us

Please notify us by email to information.mshop@tns-global.com if you have provided us with your personal details and if you:

- (a) do not wish your personal data to be used in a manner described above (we should be grateful if you set out your specific objections to any use);
- (b) wish to see the personal data we hold about you. Of course if the information is inaccurate, incomplete or irrelevant, we shall correct or delete it after discussing the matter with you.

Cookies

Cookies are small text files stored on your computer by a website that assigns a numerical user ID and stores certain information about your online browsing. When we

use cookies, we do so to help us recognize you as a prior user of this website. The cookie file does not store your personal information. If you prefer not to receive cookies from our website you can disable their use in your browser settings. By doing so you may reduce the functionality of the web pages you view.

Transferring information

You consent to us transferring your personal data to other companies in and out of the EEA only for the purposes mentioned above. We shall endeavour to ensure that your personal data is kept confidential and secure.

Any questions?

If you have any questions about this privacy policy, or the on-line application form please email information.mshop@tns-global.com

Miscellaneous

This privacy policy is governed and construed in accordance with English law and incorporated into the terms and conditions set out in this website.

We are TNS UK Limited (referred to above as TNS), and our registered address is TNS House, Westgate, London W5 1AU (company number 3073845).