



Privacy disclaimer

iNostix by Deloitte research

General

At iNostix by Deloitte, we value the importance of confidentiality when processing data collected from respondents. Guaranteeing that all data collected from respondents is kept anonymous is crucial for the success of any survey!

The trust gained by iNostix by Deloitte from participants in surveys and questionnaires is crucial to all our activities.

The privacy disclaimer below provides a clear explanation about the way we operate and how we deal with confidential or sensitive data.

At iNostix by Deloitte, we voluntarily adhere to the codes and guidelines of Esomar – the international association for market, social and opinion researchers.

The policies below were drawn up as our guarantee to you that your personal information will be treated with due care. We challenge you to keep us to our word.

Privacy of personal information

At iNostix by Deloitte, we have implemented *stringent measures and procedures to safeguard the personal information* provided to us by respondents. We respect the privacy of all participants in its research projects in compliance with the provisions of the Privacy Protection Act of 8 December 1992 (as modified by the Acts of 11 December 1998 and 26 February 2003 transposing EC Directive 95/46 of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data). Any data collected will be used solely within the framework of the objectives of the research initiative. All data are recorded in one or more files. You may request access to any of the personal information that we may hold about you at any time. If you believe that personal information we hold about you is incorrect, incomplete or out of date, you may request this information to be corrected or deleted by sending a written request including proof of identity to iNostix by Deloitte, Attn. Jeroen Delmotte, Berkenlaan 8C, 1831 Diegem, Belgium.

Data collection and storage

iNostix by Deloitte will collect data on a range of topics using a variety of methods (including printed and online surveys). iNostix by Deloitte will not disclose, sell, rent or share any information it collects with third parties without explicit consent from the respondents concerned. iNostix by Deloitte will not process requests to publicly disclose the identity of respondents or any personal information, unless required by law.

We respect the privacy of our respondents and we commit to using any personal information solely for research purposes. iNostix by Deloitte will not make personal information available to any third parties without prior consent from the respondents concerned. Participation in our research initiatives is voluntary at all times.

At iNostix by Deloitte, we consider the security of your data imperative and we will protect your personal information with due care. All responses (to surveys) are immediately stored in a database. Respondents are not required to send their responses via e-mail using the mail system of their organisation. ***Instead, all data submitted are stored directly in a database on one of our servers.*** All research data is stored on internal servers behind a firewall or in a secure web environment. Data hosting for survey results is provided by CheckMarket (<http://www.checkmarket.com>), our strategic partner, who also voluntarily adhere to the codes and guidelines of Esomar – the international association for market, social and opinion researchers.

Data linking

The identity of the respondents is usually known by iNostix by Deloitte as this is essential when sending out invitations and reminders. However, the login code and password received by each respondent is generated automatically by the system at the time the invitation is sent. The use of passwords and login codes is necessary to ensure that every employee will complete the survey only once and to allow respondents to temporarily exit the survey. Furthermore, login codes are essential to allow data (e.g. company details including background questions on the departments, functions, levels, seniority, etc.) to be linked to data from the survey (the questionnaire). With the exception of any personnel required for technical maintenance and data linking, no staff members of iNostix by Deloitte will have access to the e-mail addresses used. Only files that are entirely anonymous are submitted to the team of analysts. In addition, all employees at iNostix by Deloitte have signed a confidentiality clause.

Data processing and reporting

Technical security measures ensure that confidential information is only accessible to staff members of iNostix by Deloitte who are entrusted with the task of processing research data. All employees at iNostix by Deloitte have signed a confidentiality clause in their employment agreement, which ensures the protection of any confidential information. In some cases, research data are submitted via servers from suppliers of iNostix by Deloitte. In that case, those suppliers are contractually bound to observe the provisions of the present privacy disclaimer. The anonymity of each respondent is guaranteed by iNostix by Deloitte in several ways. First and foremost, individual results/data will never be reported/disclosed. All responses are treated as **strictly confidential**. Research results will always relate to all the employees who participated in the survey. Only **global scores** (aggregated format, processed data) will be reported. The client will **never gain access to any individual information submitted**. Secondly, the reporting systems used by iNostix by Deloitte only allow analyses **for groups of 10 employees or more**. No results are reported if the number of respondents for a particular survey is less than 10. Please refer to the examples below.

- **Example 1:** 12 respondents in department XYZ: 10 men and 2 women. This means: no report based on gender; only a global score for department XYZ.
- **Example 2:** 50 respondents in department XYZ: 35 men and 15 women. This means: a report based on gender plus a global score for department XYZ.

Privacy disclaimer in the questionnaire/online survey

Every agreement between iNostix by Deloitte and an organisation includes a clause that explicitly protects the **anonymity** of the respondents and the confidentiality of any processed data. This ensures that these matters are clear to all the parties involved prior to project implementation. Furthermore, the privacy disclaimer (see box) is displayed on each page of the questionnaire and can be accessed by the respondent at any time by clicking the 'practical tips and privacy' button at the bottom of the page.

We wish to emphasise that the privacy protection act of 8 December 1992 (as modified by the act of 26 February 2003) on the protection of individuals with regard to the processing of personal data is applicable to the entire survey. Any data collected will be used solely within the framework of the objectives of the research initiative. All data are recorded in one or more files. You may request access to any of the personal information that we may hold about you at any time. If you believe that personal information we hold about you is incorrect, incomplete or out of date, you may request this information to be corrected or deleted. Research results will always relate to all the employees who participated in the survey. Only global scores are reported. Individual data will never be included in reports.

Contact information

iNostix by Deloitte is located at Berkenlaan 8C, 1831 Diegem, Belgium.

If you have any more questions after reading our privacy disclaimer, please contact Jeroen Delmotte via e-mail at jdelmotte@deloitte.com. Alternatively, you can contact us via telephone at +32 486/51.12.10.

Privacy disclaimer

This privacy disclaimer has been drawn up in duplicate; both parties have received one copy; by way of confirmation thereof, each page of the present agreement was initialled and the agreement was signed in Diegem on/...../.....

For Organisation

First Name:

Surname:

Function:

Signature:

For iNostix by Deloitte

Jeroen Delmotte

Co-founder & scientific director

Signature:

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