

Survey Privacy Policy

1. Welcome to Questback's Privacy Policy for Respondents to surveys

About this Privacy Policy

This Privacy Policy sets out the way Questback processes personal data of individuals who are invited to surveys powered by Questback's software (hereafter "respondent(s)").

All terms herein have the meaning given under the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (hereafter "GDPR"), all subsequent laws that relate to data protection and privacy, and all regulations relating thereto such as guidelines, recommendations, and policies of the relevant data protection authorities all as amended or replaced from time to time.

Supplementary information

If you are looking for more information about privacy, data protection and IT security related to Questback and our products and services please click [<here>](#).

If you are visiting our website, you might be interested in obtaining more information how we process your data. You can find this information in our [<web privacy policy>](#).

2. Who is processing your information

The controller

The company or organization who invites you to a survey is the controller for the processing of personal data relating to respondents to surveys, in accordance with Art. 4 (7) GDPR. For information about access, please refer to the information provided to you at the start of a survey, or contact the relevant company or organization.

The processor

The survey software is operated by:

Questback AS

Bogstadveien 54, 0366 Oslo, Norway

Phone: +47 21 02 70 70,

mail: dataprotection@questback.com

web: www.questback.com

As the processor according to Art. 4 (8) GDPR, we ensure that respondent data processed on behalf of data is solely processed in accordance with the Data Processing Agreement in place between Questback and the controller in accordance with Art 28 (3) GDPR, and with the GDPR and related Data Protection Laws and Regulations.

We will share personal data collected through the software with other Questback companies (hereafter jointly "Questback") to provide the best possible service, communication and support from local Questback representatives in your country. We store data in secure environments managed by our sub-processors. For more information on how we share your data click [<here>](#) .

3. How we process information

Questback provides feedback management on a Software-As-A-Service (SAAS) platform, this means that Questback's controllers log in to Questback's software through an URL to get access. The software itself, and all Personal Data collected by the Controller, is stored in the same location.

When a survey is published, respondents chosen by the controller get access to it, and can choose to provide responses to surveys.

As default, respondents will receive information about purpose for and duration of the processing, and will be prompted to provide consent to process their personal data for the purpose and duration defined by Controller. It is up to the controller to assess whether the default setting is relevant for each survey.

Questback does not control the content of Surveys or responses.

The controller will ensure that deletion takes place when the purpose for processing is fulfilled. As default, the personal data will be deleted after a specific duration defined by controller.

4. Sharing information

For information about how controller shares information, please refer to the information provided to you at the start of a survey, or contact the relevant company or organization.

Questback will not share your personal data with third parties unless stated otherwise in this Privacy Policy or required by statutory law or authorities. Your personal data will be used and accessed by one or more of the following recipients:

Questback companies

We will share your personal data with all members of the <Questback Group>.

>> link to sub-page:

The Questback Group includes:

Questback AS, Bogstadveien 54, 0366 Oslo, Norway

Questback Sweden AB, Kungsgatan 48, 111 35 Stockholm, Sweden

QB Enterprise Solutions AB, Kungsgatan 48, 111 35 Stockholm, Sweden

Questback OY, Keilaranta 1, 02150 Espoo, Finland

Questback GmbH, Gustav-Heinemann-Ufer 72a, 50968 Cologne, Germany

Questback Ltd., 7th Floor, 110 Cannon Street, London, EC4N 6EU, United Kingdom

Questback Inc. New York, 295 Madison Avenue 45th Floor, New York, NY 10017, USA

Questback Inc. Texas, 21 Waterway Avenue #500, The Woodlands, TX 77380, USA

Employees of the Questback Group will process your personal data only to the extent necessary to provide support to controller, to correct technical errors, or achieve any other purpose for data processing set forth in this Privacy Policy.

Personal data will be accessed from or processed by Questback Inc. New York or Questback Inc. Texas, only in the cases where controller has instructed such processing in contract, and appropriate safeguards (Art. 46 GDPR) are in place.

Questback resellers

If you are in a location where Questback does not maintain internal sales representation for its products, we may share your data, to the extent necessary, to respond to your inquiry, to get in contact with you or to achieve any other purpose for data processing set forth in this Privacy Policy with our resellers. For details please see the list of Questback's <resellers>.

Suppliers

We may share personal data to hosting providers and other suppliers, as required, who offer hosting and supplementary services. These suppliers will process personal data only on a need-to-know basis and as instructed by Questback to ensure a secure, reliable and high-performance user experience on this website.

5. Your rights and choices

As a data subject under the GDPR, you may be entitled to rights such as

- Withdrawal of consent
- Objection to further processing
- Obtaining confirmation as to whether or not personal data concerning you is being processed
- Obtaining the rectification of inaccurate or completion of incomplete personal data concerning you,
- Obtaining the erasure of personal data concerning you ("The right to be forgotten")subject to certain preconditions
- Obtaining restriction of data processing subject to certain preconditions;
- Receiving the personal data concerning you;

Legal restrictions may apply to the application or scope of such rights. If you wish to exercise a right to which you are entitled as data subject, please contact the controller, i.e. the company or organization who sent you the survey, on the contact information provided by the controller to you.

If you do not have information about the controller, please contact Questback by sending an email to dataprotection@questback.com.

We take your privacy very seriously. If you think our use of personal data is unfair, misleading or inappropriate, we are open to your comment. As a natural person affected by data processing you may lodge a complaint at any competent supervisory authority for data protection. However, we strongly recommend to get in touch with the controller or us directly to address your inquiry as soon as possible.

6. For how long do we process your information

We will keep your personal data for no longer than the duration defined by the controller.

7. Data protection officer

Questback has appointed to act as its Data Protection Officer:

Arve Føyen
Advokatfirmaet Føyen Torkildsen AS
C.J. Hambros Plass 2 D, 0164 Oslo, Norway
Phone: +47 91 81 99 62,
mail: af@foyentorkildsen.no

End of Respondent Privacy Policy

Version 1.1

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