



Online Privacy Notice for Group Five

Our Privacy Commitment:

Group Five respects the privacy and confidentiality of every survey respondent. This Privacy Statement outlines how Group Five will use the information we collect via our on-line surveys. We've developed this privacy statement from industry guidelines and standards, as well as local, national, and international laws and requirements. All privacy practices and methods described in this statement apply only insofar as permitted by the applicable standards, laws, and requirements. As a member of the Council of American Survey Research Organizations (CASRO), the professional trade association of survey research companies, Group Five adheres to the CASRO Code of Standards and Ethics for Survey Research. You may view the CASRO Code at www.casro.org.

Information Collected and How We Use It:

Group Five conducts on-line surveys to measure customer satisfaction with service providers. In the course of the survey process Group Five will collect your business contact information and your opinions of your service provider. Group Five guarantees that any information you provide in the course of responding to our on-line industry satisfaction surveys is kept confidential and private and is used only in the aggregate. Reports of aggregated responses by service provider may be available for purchase. Group Five will not sell or provide a third party with your business contact information or individual survey responses.

Updating Your Information:

If at any time you wish to discontinue receiving requests to participate in on-line surveys or you would like your information updated in our databases you can send your request to info@groupfiveinc.com. Your request will be implemented within 48 hours.

Facility Security:

All information collected through our research process is maintained in secure databases located in our corporate offices in San Anselmo, CA. Group Five maintains and monitors the security and safety of the physical location of our corporate computers with a commercially reasonable degree of care.

Website Security:

On-line surveys are conducted on a private and secure website. The website is hosted by a reputable internet service provider who maintains security with a commercially reasonable degree of care. In addition, Group Five has protected all online databases with passwords known only by employees who must have access to complete their work. Only those research assistants with a business need to access the data have knowledge or permission to do so. All vendors and contractors of Group Five that may need access to business contact information are contractually required to keep information confidential and secure and are not permitted to use information for any other purpose than to carry out the service they are performing for Group Five.

Your Acceptance of our Privacy Practices:

By responding to our survey, you signify your acknowledgement of the terms and conditions of this Privacy Statement.