

General privacy and cookie statement

About us

Flycatcher Internet Research B.V., (hereinafter referred to as ‘Flycatcher Research Bureau’, ‘Flycatcher’, ‘we’/‘our’), is an independent Dutch research agency with its registered office and principal place of business in Maastricht (6221KV), at Avenue Céramique 1, info@flycatcher.nl, +31 (0)43 – 32 62 992, registered with the Chamber of Commerce under number 14064770. Flycatcher Internet Research was established as a spin-off of Maastricht University in 2000. Our basic principle is that research must demonstrably contribute towards making correct decisions on the basis of reliable, concise, and policy-relevant information.

We are members of the Data & Insights Network (formerly known as MOA) and of the global association of research agencies, ESOMAR, which represents the interests of respondents, users and providers of research.

Flycatcher is responsible for processing the personal data that we collect in the course of our research activities. We are based in the European Union, and process personal data in accordance with the applicable European data protection legislation and other legal provisions.

Controller or processor?

Flycatcher is the controller for the processing of personal data for its panels, and we do so under our own management. Flycatcher is the processor for its clients’ work that is presented on a file or files given to it by its clients.

Flycatcher is using this privacy statement to explain how it processes personal data. There are two ways that it processes this data:	
Flycatcher as the controller	Flycatcher as the processor
<p>The personal data of research panel participants is processed on the grounds of Flycatcher’s legitimate interest.</p> <p>Personal data is processed for the purpose for which it is collected, namely statistical and other research, as well as for monitoring the panel and the frequency of participation so that we can trace and stop inappropriate use or manipulative participation.</p> <p>The section entitled ‘Flycatcher as the controller’ in this privacy statement is applicable to this.</p>	<p>Flycatcher is the processor when a client exchanges personal data with Flycatcher by sending an address file, uploading address data in SurvIT, uploading via the upload page to our mail and other servers or any other way of making data available.</p> <p>The client is responsible for this personal data. The privacy statement of Flycatcher’s client applies.</p> <p>The section entitled ‘Flycatcher as the processor’ in this privacy statement is applicable to this.</p>

If you have a question regarding Flycatcher’s protection of personal data, you first need to establish whether Flycatcher is the controller or the processor. Flycatcher can only answer questions in its capacity as the controller. If there are any questions for Flycatcher as the processor, it will refer you to the controller.

In carrying out its activities, Flycatcher observes the General Data Protection Regulation (GDPR) and this privacy statement and, to the extent applicable, its [Integrity Code](#). This privacy statement applies to the processing of personal data obtained by e-mail or otherwise, via the website, apps and other devices.

Flycatcher as the controller

Flycatcher Internet Research is the controller for processing personal data as outlined below.

Flycatcher is responsible for processing personal data that we collect from or about 'you' ('you', 'your', 'the participant') as part of the research activities in which you participate (the 'research panel' or 'panel').

What is personal data?

By 'personal data' we mean information that directly or indirectly identifies you as an individual. 'Indirectly' means in combination with other information, for instance, your name, address, or e-mail address.

Use of personal data

We process personal data for the purposes and on the grounds outlined below. We do not collect or process more data or other types of data than those required for these purposes.

When enrolling, participants of a Flycatcher research panel accept the terms and conditions of participation that apply to that panel. Personal data is processed for the purpose of complying with this agreement, i.e. the terms of participation. On the basis of this agreement, the data relating to the incentives is also processed. In addition, personal data is processed on the grounds of Flycatcher's legitimate interest. Based on this legitimate interest, data is processed for the purpose of selecting panel participants for research, as well as monitoring the panel and the frequency of participation so that we can trace and stop any inappropriate use or manipulative participation. Should you not participate, or no longer participate, in accordance with the terms of participation, this may be cause to terminate your participation.

Personal data is processed for the purpose for which it is collected, namely statistical and other research. Flycatcher as the controller carries out research on its own initiative or on behalf of others, and uses scientifically sound analysis methods for this purpose.

We may process the following categories of participants' personal data:

- name details (first name, initials, prefix, surname)
- address details
- e-mail address
- sex
- date of birth
- the country of birth of the participant, his/her father and mother
- education
- home situation
- household composition
- information about the job/professional work
- responses to questions that are posed for the research. The responses may contain special personal data. If that is the case, we only use this information if we have your permission.
- IP address

Personal page for research panel participants

If you participate in one of our panels, we ask you to fill in some personal data. This information is only used for statistical purposes. We also use your e-mail address to inform you of new developments via a digital newsletter, if you have given your permission. If you would prefer not to receive these newsletters, you can unsubscribe on your personal page or via the unsubscribe button in the newsletter.

You can view and change your personal data on your personal page at any time. It is not possible to change some information, like your date of birth, on your personal page. You can have this information changed by contacting our help desk via helpdesk@flycatcher.nl. They will assist you in this.

You can also cancel your participation on your personal page. If you cancel your participation yourself, you will no longer be invited for our surveys, you will no longer have access to your personal page and your personal data will be deleted as soon as possible, and in any event within two months at the latest.

How does Flycatcher compile its reports?

The responses you give in questionnaires are treated with strict confidence and integrity and are processed completely anonymously. We sometimes use analysis techniques to compile reports. Your participation in research is always voluntary. Reports given to clients are always anonymous. Information that can be traced back to individuals, such as names or e-mail addresses, is never disclosed to our clients or to third parties without your permission. Where appropriate, you will be informed about which personal data will be used for which purposes and the client to whom it will be given. We will then ask for your permission. Flycatcher does not sell you anything, nor does it try to promote anything.

Permission

In some cases, Flycatcher is required to ask for your permission to collect specific data or to include your identifiable data in a report. You may withdraw this permission, however this is never done with retroactive effect.

Codes of conduct

We make every effort to protect the data of panel members and respondents and we only use data for the purpose for which it was collected. We subscribe to the Data & Insights Network (formerly known as MOA) Integrity Code and its consumer complaints procedure. We apply the 10 golden rules from the [Fair Data Privacy code](#) and the privacy regulations set out by the ESOMAR, the global membership association of research firms.

Your rights

Several general rights are laid down in the GDPR, which you can invoke subject to certain conditions:

- *Right of inspection:* You are entitled to request your personal data that Flycatcher processes, to view it and to check whether, and in what way, your personal data is processed.
- *Right to rectification:* If it becomes clear that your personal data is not correct, you can ask Flycatcher to correct it.
- *Right to restriction of processing:* You have the right to ask Flycatcher to process less of your personal data.
- *Right to erasure:* You have the right to ask Flycatcher to delete your personal data.
- *Right to object:* You have the right to object to Flycatcher's processing of your personal data.
- *Right to data portability:* You have the right to ask for your personal data to be stored for personal use or reuse. You also have the right to ask Flycatcher to transfer your personal data to another organization. You can only exercise this right for the personal data that we process on the basis of your permission or on the basis of the terms of participation.
- *Right to lodge a complaint:* You are entitled to lodge a complaint with the supervisory authority, i.e. the Dutch Data Protection Authority.

If you are a member of one of our panels, you can see which of your identifying personal data has been recorded on your personal page. You can correct this data yourself or have it corrected if it is incorrect.

Flycatcher as the processor

The above applies when Flycatcher itself, as the processor, processes personal data. Flycatcher carries out other work for its clients. The client is responsible for enforcing the conditions (i.e. the privacy statement) under which the personal data is processed. This is because the client is the controller and Flycatcher is the processor. In that case, Flycatcher's privacy statement does not apply. Instead, the client has its own privacy statement.

Cookies

Flycatcher uses a limited number of cookies on its website (cookies are small files that store internet settings on your computer). Cookies make it easier to visit websites. We use cookies to analyse website visits (Google Analytics). When using Google Analytics, Flycatcher ensures that data concerning your website visit is anonymous. We also use cookies to make it possible to integrate with social media, such as Facebook and Twitter. Cookies are not linked to a panel account.

We may use Google Inc.'s (Google) reCAPTCHA service to protect data transmitted via this website. This service checks whether a message is being sent by a person and so helps to prevent 'spam bots' from automatically sending messages or leaving comments. To activate Google reCAPTCHA, our website will send a visitor's IP address and possibly other data to the service. Your IP address will be abbreviated and therefore made anonymous in EU Member States. [View Google's privacy information.](#)

Server logs

To solve connection problems and (security) incidents, Flycatcher stores the following data in webserver logs:

- IP address;
- Time of the request;
- User-Agent of the browser;
- Web page and/or file that is requested;
- Size of the object;
- Referrer (link used to access the website);
- Error message.

Server logs are deleted from the webserver after one year. In the event of a suspicion of fraud or abuse, Flycatcher will keep certain data for a longer period of time. However, Flycatcher does not keep this data longer than necessary.

Security

Flycatcher believes that protecting data is essential. We maintain an appropriate level of security and have put in place physical, electronic, and administrative procedures to protect the information we collect against unintentional or unlawful destruction, loss or alteration or unauthorised disclosure of, or access to personal data transmitted, stored, or otherwise processed. Our information security procedures are documented and safeguarded through the internationally recognized ISO 27001 quality standard. We carry out internal and external tests of these procedures annually.

We also use secure server technology (SSL encryption). As a result, all data that is sent to and from the servers is encrypted and cannot be intercepted by third parties. Information is **not** stored on the servers of foreign organizations. All PCs and laptops are moreover protected against viruses, spyware, and other undesirable external influences. It goes without saying that all PCs, laptops, and important files are password protected and only accessible to authorized personnel.

Flycatcher and other websites

You may find links to third-party websites on the Flycatcher website. Flycatcher cannot be held responsible for the way in which these organizations handle your data. Please read the privacy statement, if available, of the websites you visit.

Questions and complaints

If, after reading the Flycatcher privacy statement, you have any questions or remarks about the way in which Flycatcher handles personal data or if you have a complaint about the way in which Flycatcher processes personal data, you can address them to:

E-mail: info@flycatcher.nl

Telephone number: +31 (0)43 – 32 62 992

Postal address: Flycatcher Internet Research B.V., P.O. Box 380, 6200 AJ Maastricht, The Netherlands

You can also file a complaint with the Dutch Data Protection Authority in The Hague.

Amendments to the privacy and cookie statement

Flycatcher reserves the right to amend the privacy and cookie statement from time to time. For this reason, please consult this privacy and cookie statement regularly.

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