

# Terms and Conditions - Consumer Research Panels

By accepting these terms and conditions you confirm that you are over 18 years of age and wish to volunteer to participate in on line and/or on site consumer research conducted by Campden BRI (Chipping Campden) Limited ("Campden BRI") on behalf of its clients. You understand that participation in the consumer research is wholly voluntary and subject to the following terms and conditions:

## 1. Registration

- 1.1 Only one registration is allowed per person, with any related child/children only being linked once to one adult registration.
- 1.2 You agree to supply true, honest, current and complete answers when registering or updating your member account and when participating in consumer research projects arranged by Campden BRI.
- 1.3 You further agree when requested (which shall be at a minimum on an annual basis), to review and correct all of information provided by you about you and your household. This includes providing a current and accurate email address and your agreement to respond.

## 2. Termination

- 2.1 You are free to withdraw from our consumer research at any time without giving a reason. Please notify us by email only at: [onlinepanel@campdenbri.co.uk](mailto:onlinepanel@campdenbri.co.uk)
- 2.2 Campden BRI reserves the right to withdraw you from our panel(s) without notice if we believe you have breached our terms and conditions and/or any of our consumer testing procedures and/or your behaviour is deemed at our sole discretion to be inappropriate or otherwise unacceptable.

## 3. Health and Safety

- 3.1 Campden BRI values the health and safety of our panellists and if you believe that any of the following categories apply to you, you will not be able to participate in food panel tests but may be able to participate in non food panels, online surveys, questionnaires and information gathering exercises depending on our client's requirements:
  - a) food allergies and intolerances
  - b) medical/health conditions which may be affected by the consumption of the foods or which may affect their ability to assess foods, by sense of taste/smell
  - c) medical/health conditions resulting in a restricted diet
  - d) pregnancy
  - e) breastfeeding
- 3.2 You must seek independent medical advice if you have any concerns about your ability to participate in testing for medical or health reasons.
- 3.3 Campden BRI is not liable for any adverse reactions, effects or complications, arising from your participation in our consumer testing.
- 3.4 You agree when attending our testing centres to observe all requisite health and safety rules and regulations, procedures and practices in place.

## 4. Confidentiality

- 4.1 You agree to treat all information received as a result of your participation in Campden BRI panels as confidential (“Confidential Information”). You agree that whilst a member of such panels you will not remove from any testing centre or copy or allow others to copy any document, publication, computer disk or other tangible item which contains Confidential Information.
- 4.2 When you register as a panellist you will be asked to create a password. You must keep this confidential and secure and if you suspect that the security of your password has been compromised in any way, you should immediately contact us at [onlinepanel@campdenbri.co.uk](mailto:onlinepanel@campdenbri.co.uk). Please refer to our FAQ’s for information regarding password changes and resetting

## **5. Data Protection**

- 5.1 Campden BRI is committed to ensuring that your data provided by you is collected, stored, processed and disclosed in accordance with the principles of the Data Protection Acts 1984 and 1998. In the case of consumer testing, personal data will only be released to third parties with your express consent and only in relation to specific testing conducted from time to time at the request of certain of our clients. Refusal of consent in these cases will not affect your participation in other panels or on line testing.

## **6. Privacy**

- 6.1 In accordance with our web site Privacy Statement, Campden BRI is committed to protecting the privacy of our web site users including panellists. All information collected is used only for the purpose of consumer research and for marketing and strategic development purposes for which we may disclose information in aggregate.

## **7. Disclaimer**

- 7.1 Campden BRI is not responsible for any loss or damage of any kind suffered or incurred as a consequence of your participation in our consumer research except in the case of death or personal injury arising from our negligence.

## **8. Concerns and Complaints**

- 8.1 Campden BRI values your feedback and suggestions regarding our consumer research and related matters. Please email your comments to [onlinepanel@campdenbri.co.k](mailto:onlinepanel@campdenbri.co.k)

## **9. Variation of Terms**

- 9.1 These terms and conditions are subject to review and amendment from time to time. You will be notified of any changes by email to the address provided by you on registration and/or by announcement on our website.

**By ticking our acceptance box you agree that you have read and accept these terms and conditions.**