

The Warehouse Group Limited Privacy Policy for Survey Participants

Privacy Policy for *Your Say* panel members

Your Say is an online research panel made up of members of the shopping public. This privacy policy relates only to the personal information (“**your information**”) you provide to [The Warehouse Group](#) (TWG) when taking part in *Your Say*. This policy does not alter or affect TWG’s general [Privacy Policy](#). This privacy policy should be read in conjunction with the TWG *Your Say* [Terms and Conditions](#).

How we use your information

The information TWG collects and holds about you will be used:

- to decide whether you qualify to become a member of the panel as a result of the initial profile questionnaire. If you do not qualify, all information about you will be deleted;
- to confirm your identity when logging into the *Your Say* website;
- for market research by TWG (which may be conducted on our behalf by third parties contracted by us, including [Vision Critical](#) and [Camorra Research Limited](#));
- For quality review purposes (for example, to contact you to discuss a comment you have made in a survey);
- to contact you with information about *Your Say* and to send you targeted surveys and competitions to participate in;
- for statistical purposes (all information collected is analysed at an aggregated level so you will not be identified at an individual level);
- for administration relating to any of the above purposes.

Any information we collect will not be used in ways that you have not consented to.

How we will handle your information

By participating in these surveys you acknowledge you have received notice of this policy and consent to the collection and use of your information by us and contractors in accordance with this policy. Privacy of your information is governed by the [Privacy Act](#).

TWG will do its best to make sure that your information we collect, store, use or disclose is accurate, complete and up to date. Prompt notification of any changes to personal contact details will help us do this. We will also do our best to protect your information from misuse or loss and from unauthorised access, modification or disclosure in accordance with the Privacy Act.

Under the Privacy Act you are entitled to access, and request correction of, your information held by TWG. If you have any queries about privacy of information or would like to access any of your information held by us, please contact us at support@yoursay.co.nz

We will collect your information directly from you in conducting TWG *Your Say* surveys, not from any third parties.

TWG may disclose your information to its contractor [Camorra Research Limited](#), a New Zealand-based market research company, to carry out any of the above purposes on TWG’s behalf. We will take reasonable steps to require Camorra Research Limited to comply with our instructions and not use your personal information for any other purposes.

The aggregated results of our market research may be shared within TWG and/or provided to any third party, including the media.

The information we collect is stored in a secure database by our software provider [Vision Critical](#), located at 858 Beatty Street, Vancouver, British Columbia, Canada. Vision Critical hosts the *Your Say* website and, together with Camorra Research Limited, manages the *Your Say* database. Vision Critical and Camorra Research Limited will only use your information to analyse and report survey results to TWG.

How we contact you

As a member of *Your Say* we will use your email address to invite you to take part in surveys and to notify you if you are a prize winner.

If you decide not to provide us with your information you will not be able to take part in *Your Say* surveys.

Ending your *Your Say* membership

To end your *Your Say* membership, go to the *Your Say* website and either:

- click “Unsubscribe” or
- email support@yoursay.co.nz with “Request Remove” in the subject line.

Once you unsubscribe from *Your Say*, any information identifying you, such as your name and email address, will be deleted from the *Your Say* database.