

Privacy Policy

Stable Research is committed to respecting and protecting your privacy. We've structured our websites so that, in general, you can visit Stable Research on the Web without identifying yourself or revealing any personal information.

Once you choose to provide us personally identifiable information (any information by which you can be identified), you can be assured that it will only be used to support your customer relationship with Stable Research and in a manner that is consistent with the terms of this Privacy Policy.

Stable Research fully endorses and complies with the Australian Privacy Principles (APPs) contained in the Privacy Act (1988) in relation to the handling of personal information. Stable Research also complies with the Market and Social Research Privacy Code (2021) which sets out how the APP's are to be applied in relation to the collection, retention, use and disclosure of personal information in market and social research. This code is administered by ADIA (Australian Data and Insights Association) and adjudicated by the Australian Privacy Commissioner.

Awareness

Stable Research provides this Privacy Policy to make you aware of our privacy policy, practices and of the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available on our homepage as part of the Privacy Section.

What we collect

The types of personal information we collect about you will vary depending on the purpose for which it is collected, but may include:

- Your name, date of birth, email address (and in some cases more detailed contact preferences) for registering an account with us (and with third party online applications or platforms we may use to conduct our research activities);
- Your opinions and feedback on your use of certain brands and products in the course of participating in market research we conduct;
- information regarding your personal or professional interests, demographics, experience with our services;

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- location data and images collected that may be collected through participating in research activities conducted via an online application or platform; and
- to fulfil any incentive or reward which the user has earned through the conduct of market research; and
- any other linked data.

Depending on the nature of the research we conduct, we may also collect sensitive information from you including racial or ethnic origin, political opinions, religious or philosophical beliefs, association membership, or details of health, disability or sexual activity or orientation. Sensitive information will only be collected with your prior consent and only if it is directly related to, or reasonably necessary for, the research we conduct.

Stable Research will generally collect your personal information directly from you in the course of you participating in our research and/or surveys. However, Stable Research may also collect information about you from its clients to whom you have expressed an interest in participating in market research activities conducted on their behalf. If so, we will inform you as soon as practicable of this collection and the circumstances of this collection.

We do not collect any unsolicited information under any circumstances.

How we use your personal information

Stable Research uses your information for the purpose of conducting market research activities and to better understand your needs and provide you with a better service. Specifically, we also use your information to help you complete a transaction, participate in market research we conduct, to communicate back to you, to update you on service and benefits, and to personalise our web sites for you.

From time to time, we may also use your information to contact you to provide you with information about opportunities to participate in a research panel or provide information about a special offer we think would be of particular interest. At a minimum, we will always give you the opportunity to opt out of receiving such direct marketing or technical updates. We will also follow local requirements, such as allowing you to opt in before receiving unsolicited contact, where applicable.

Stable Research will not sell, rent, or lease or otherwise deal with your personally identifiable information to others. Unless we have your permission or are required by law, we will only

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share the personal data you provide online with other Stable Research entities and/or business partners who are acting on our behalf for the uses. Such Stable Research entities and/or business partners, including those in other countries, are governed by our privacy policies with respect to the use of this data and are bound by the appropriate confidentiality agreements. Any overseas supplier is bound by an agreement with Stable Research to abide by the Australian Privacy Principles.

Data collected online may also be combined with information you provide when making other contact with Stable Research.

If we wish to use any of this personal information, or data for any purpose other than those specified above, we will not do so unless we have your express consent to do so.

Use of a Pseudonym?

Due to the nature of Market and Social Research, we need to be able to identify the person attending the research, or answering the survey. This ensures accurate insights and decisions made about products, service and government policy. Data is not valid if we cannot confirm key details such as the demographics and postcode of the participants.

It is therefore not possible to participate in Market and Social Research under a pseudonym. Your name and any other identifying information is always de-identified for the purpose of reporting, unless your consent has been expressly given.

Sharing of Personal Identifiable Information

Any information supplied to Stable Research, by a third party, including government related identifiers, is deleted from our system, at the completion of each applicable research project.

Any requests for Bank details are made on a project basis. This is requested purely to enable payment of incentives. All details are deleted at the completion of the applicable research project. We do not add these details to your permanent record.

Referrals

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As part of our provision of services, we may sometimes ask you to refer other people for Market and Social Research. These referrals are not contacted by Stable Research directly, without receiving their express permission.

Your Choice for Direct Marketing

Stable Research will not use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without first letting you know and offering you a choice. As previously stated, we will also provide you the opportunity to let us know if you do not wish to receive unsolicited direct materials (technical, marketing or other) from us and we will do everything we can to honour such requests. Local country laws and policies are applied where they differ from those in the Australia.

Your permission is always secured first, should we ever share your information with third parties, including overseas clients and governed by our privacy policy.

Accuracy & Access to your information

Stable Research strives to keep your personally identifiable information accurate. We will provide you with access to your information, including making every effort to provide you with online access to your registration data so that you may view, update or correct your information at the Stable Research site where it was submitted.

To protect your privacy and security, we will also take reasonable steps to verify your identity before granting you access or enabling you to make corrections. To access your personally identifiable information, return to the web page where you originally entered it and follow the instructions on that web page. Certain areas of Stable Research's web sites may limit access to specific individuals through the use of passwords and through providing personal data.

Any overseas partners must abide by and adhere to Market and Social Research Privacy Principles in the Privacy Act (1988) in relation to handling of personal information.

Third Party Link

Links to third party web sites on the site are provided solely as a convenience to you. If you use these links, you will leave the Stable Research site. Stable Research has not reviewed all of these third-party sites and does not control and is not responsible for any of these sites,

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their content or their privacy policy. Thus, Stable Research does not endorse or make any representations about them, or any information, software or other products or materials found there, or any results that may be obtained from using them. If you decide to access any of the third-party sites linked to this site, you do so at your own risk.

Security

Stable Research is committed to ensuring the security of your information. To prevent unauthorised access or disclosure, maintain data accuracy, and ensure the appropriate use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online. We use appropriate encryption when collecting or transferring sensitive data.

If you have questions on this please contact us at PrivacyOfficer@stableresearch.com.au.

Keeping your Information

We keep your information for as long as you are an active member. If you no longer want to participate you can unsubscribe at any time. To unsubscribe go to the “Settings” menu in your personal account area.

<http://www.stableresearch.com.au/soapbox/questions/>

Stable Research Website

When visiting Stable Research’s web site, the site server makes a record of the visit and logs the following information for statistical and administrative purposes:

- the user’s server address – to consider the users who use the site regularly and tailor the site to their interests and requirements;
- the date and time of the visit to the site – this is important for identifying the website’s busy times and ensuring maintenance on the site is conducted outside these periods;
- pages accessed and documents downloaded – this indicates to Stable Research which pages or documents are most important to users and also helps identify important information that may be difficult to find;
- duration of the visit – this indicates to us how interesting and informative the Stable Research site is to candidates; the type of browser used – this is important for browser specific coding

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- In order to optimise the Stable Research web site and better understand its usage, we collect the visiting domain name or IP address, Computer Operating System, Browser Type and Screen Resolution

A cookie is a piece of information that an Internet web site sends to your browser when you access information at that site. Cookies are either stored in memory (session cookies) or placed on your hard disk (persistent cookies). The Stable Research Web site does not use persistent cookies. Upon closing your browser, the session cookie set by this web site is destroyed and no Personal Information is maintained which might identify you should you visit our web site at a later date.

Oversight

Stable Research at all times will strive to ensure the accuracy of the information it has on file related to our customers.

We will however rely on our customers to keep us informed of changes to contact details.

Enquiries and Complaints

If you wish to enquire in more detail about aspects of our Privacy Policy, please contact us at PrivacyOfficer@stableresearch.com.au we will respond the same day (during work hours).

If you have any questions about this Privacy Policy or believe that we have at any time failed to keep one of our commitments to you to handle your personal information in the manner required by the Privacy Act, the APPs or the Code, then we ask that you contact us immediately using the following contact details: PrivacyOfficer@stableresearch.com.au and we will respond immediately. We will respond and advise whether we agree with your complaint or not. If we do not agree, we will provide reasons. If we do agree, we will advise what (if any) action we consider it appropriate to take in response.

If you wish to complain to the Australian Data and Insights Association, please click here <https://dataandinsights.com.au/> and ask for their Privacy Officer. It is important to note that as an Industry we take any complaint very seriously, and that AMSRO has not ever had to act against any member.

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If you are still not satisfied after having contacted us and given us a reasonable time to respond, then we suggest that you contact the Office of the Australian Information Commissioner by: Email: enquiries@oaic.gov.au Phone: 1300 363 992.

Other Important Items

Children's privacy

The safety of children is very important to us.

We ask that children under the age of 18 have a parent or guardian verify their membership application with Stable Research. Whilst Stable Research will make every reasonable effort to ensure that children's privacy and other rights are not compromised, it is ultimately the responsibility of parents to monitor their children's Internet usage.

What else you should know about privacy

Remember to close your browser when you have finished your user session. This is to ensure that others cannot access your personal information and correspondence if you share a computer with someone else or are using a computer in a public place like a library or Internet cafe. You as an individual are responsible for the security of and access to your own computer.

Please be aware that whenever you voluntarily disclose personal information over the Internet (for example: in discussion forums, via email, or in chat sites) that this information can be collected and used by others. In short, if you post personal information in publicly accessible online forums, you may receive unsolicited messages from other parties in return.

Ultimately, you are solely responsible for maintaining the secrecy of your username and passwords and any account information. Please be careful and responsible whenever you are using the Internet.

For further Privacy information, please refer to [The Australian Privacy Commissioner's Web Site](#).