

Privacy Policy

This privacy policy explains how EyeQuestion Software (Logic8 BV) handles your personal information and data. This policy applies to all the products, services and websites offered by EyeQuestion Software (Logic8 BV). We refer to those products, services and websites collectively as the “services” in this policy.

For questions regarding our privacy policy or practices, contact EyeQuestion Software (Logic8 BV) by mail at Nieuwe Aamsestraat 90D, NL-6662NK, Elst, The Netherlands or electronically through email info@eyequestion.nl

Questionnaire creators & Questionnaire respondents

EyeQuestion Software (Logic8 BV) is used by questionnaire creators (people who create and conduct questionnaires online) and questionnaire respondents (people who answer those questionnaires).

The information we receive from questionnaire creators and questionnaire respondents and how we handle it differs, so we have split this privacy policy into two parts.

First we list some general security, cookie and other important information and afterwards you can select the one that applies to you below.

Security, cookies and other important information

Changes to this privacy policy.

We may modify this privacy policy at any time, but if we do so, we will notify you by publishing the changes on this website. If we determine the changes are material, we will provide you with additional, prominent notice as is appropriate under the circumstances, such as via email or in another conspicuous manner reasonably designed to notify you. If, after being informed of the changes, you continue to use our services beyond the advance-notice period, you will be considered as having expressly consented to the changes in our privacy policy. If you disagree with the terms of this privacy policy or any updated privacy policy, you may close your account (if you have one) at any time or not respond to a questionnaire.

Security.

Details about EyeQuestion Software (Logic8 BV)'s security practices are available in our [Security Statement](#). We are committed to handling your personal information and data with integrity and care. However, regardless of the security protections and precautions we undertake, there is always a risk that your personal data may be viewed and used by unauthorized third parties as a result of collecting and transmitting your data through the Internet. If you have any questions about the security of your personal information, contact customer support.

Data locations.

For our hosted(SaaS) solution the servers are located in Dallas(USA), London(UK), Sydney(Australia) and Frankfurt(Germany).

Cookies.

We and our partners use cookies and similar technologies on our websites. Cookies are small bits of data we store on the device you use to access our services so we can recognize repeat users. Each cookie expires after a certain period of time, depending on what we use it for. We use cookies and similar technologies for several reasons:

- To make our site easier to use.

If you use the “Remember me” feature when you sign into your account, we may store your username in a cookie to make it quicker for you to sign in whenever you return to EyeQuestion®.

- **For security reasons.**

We use cookies to authenticate your identity, such as confirming whether you are currently logged into EyeQuestion®.

- **To provide you with personalized content.**

We may store user preferences, such as your default language, in cookies to personalize the content you see. We also use cookies to ensure that users can't retake certain questionnaires that they have not completed.

Safety of Minors and COPPA.

Our services are not intended for and may not be used by minors. “Minors” are individuals under the age of majority in their place of residence (or under 13 in the United States). EyeQuestion Software (Logic8 BV) does not knowingly collect personal data from minors or allow them to register. If it comes to our attention that we have collected personal data from a minor, we may delete this information without notice. If you have reason to believe that this has occurred, please contact customer support.

About IP addresses.

Our servers record the incoming IP addresses of visitors to our websites (whether or not the visitor has a EyeQuestion® account) and store the IP addresses in log files. We use these log files for purposes such as system administration and maintenance, record keeping, tracking referring web sites, inferring your location, and security purposes (e.g. controlling abuse, spam and DDOS attacks). We also store IP addresses along with certain actions you take on our system. By agreeing to this privacy policy, you expressly consent to EyeQuestion Software (Logic8 BV) using your IP address for the foregoing purposes. If you wish to opt out from the foregoing consent to use your IP address, you must cancel your account (if you have one) or not respond to a questionnaire if requested to do so.

Data controller.

EyeQuestion Software (Logic8 BV), whose contact information is listed above, is the data controller for registration, billing and other account information that we collect from users. However, the data controller for questionnaire data is the questionnaire creator. The questionnaire creator determines how their questionnaire questions and responses are used and disclosed. EyeQuestion Software (Logic8 BV) only processes such questionnaire data in accordance with the instructions and permissions (including those given under this privacy policy) selected by the questionnaire creator when they create and administer their questionnaire.

PRIVACY FOR QUESTIONNAIRE CREATORS

Your questionnaire data is owned by you. Not only that, but EyeQuestion Software (Logic8 BV) treats your questionnaires as if they were private. We don't sell them to anyone and we don't use the questionnaire responses you collect for purposes unrelated to you or our services, except in a limited set of circumstances (e.g. if we are compelled by a subpoena, or if you've given us permission to do so).

We safeguard respondents' email addresses. To make it easier for you to invite people to take your questionnaires via email, you may upload lists of email addresses. We don't sell these email addresses and we use them only as directed by you and in accordance with this policy. The same goes for any email addresses collected by your questionnaires.

We hold your data securely. Read our [Security Statement](#) for more information.

Questionnaire data is stored on servers located in Dallas(USA), London(UK), Sydney(Australia) and Frankfurt(Germany). EyeQuestion Software (Logic8 BV) will process your questionnaire data on your behalf and under your instructions (including the ones agreed to in this privacy policy).

What information does EyeQuestion Software (Logic8 BV) collect?

When you use EyeQuestion®, we collect information relating to you and your use of our services from a variety of sources. These are listed below. The sections afterward describe what we do with this information.

Information we collect directly from you

Registration information.

You need an EyeQuestion® account before you can create questionnaires. When you register for an account, we collect your username, password and email address.

Billing information.

If you make a payment to EyeQuestion Software (Logic8 BV), we require you to provide your billing details, such as a name, address, email address and financial information. If you provide a billing address, we will regard that as the location of the account holder.

Account settings.

You can set various preferences and personal details on pages like your account settings page. For example, your default language, time zone and communication preferences.

Address book information.

We allow you to import email addresses and associate email addresses with email invitation collectors so you can easily invite people to take your questionnaires via email.

We don't use these email addresses for our own purposes or email them except at your direction.

Questionnaire data.

We store your questionnaire data (questions and responses) for you.

Other data you intentionally share.

We may collect your personal information or data if you submit it to us in other contexts. For example, if you provide us with a testimonial.

We don't share or abuse your respondents' email addresses.

EyeQuestion Software (Logic8 BV) will not email your questionnaire except at your direction.

Information we collect about you indirectly or passively when you interact with us

Usage data.

We collect usage data about you whenever you interact with our services. This may include what you click on, when you performed those actions, and so on. Additionally, we keep log files that record data each time a device accesses those servers. The log files contain data about the nature of each

access, including originating IP addresses, internet service providers, the files viewed on our site, operating system versions, and timestamps.

Device data.

We collect data from the device and application you use to access our services, such as your IP address, operating system version, device type, system and performance information, and browser type. We may also infer your geographic location based on your IP address.

Referral data.

If you arrive at our website or application from an external source (such as a link on another website or in an email), we record information about the source that referred you to us.

How does EyeQuestion Software (Logic8 BV) use the information we collect?

We treat your questionnaire questions and responses as information that is private to you. We do not use your questionnaire data other than as described in this privacy policy or unless we have your express consent. We do not sell your questionnaire data to third parties without your permission.

Generally, we use the information we collect from you in connection with providing our services to you and, on your behalf, to your questionnaire respondents.

To provide you with our services.

This includes providing you with customer support, which requires us to access your information to assist you (such as with questionnaire design and creation or technical troubleshooting).

To manage our services.

We internally use your information, including certain questionnaire data, for the following limited purposes:

- **To monitor, maintain, and improve our services and features.**
We internally perform statistical and other analysis on information we collect (including usage data, device data, referral data, question and response data and information from page tags) to analyse and measure user behaviour and trends, to understand how people use our services, and to monitor, troubleshoot and improve our services, including to help us evaluate or devise new features. We may use your information for internal purposes designed to keep our services secure and operational, such as for troubleshooting and testing purposes, and for service improvement, marketing, research and development purposes.
- **To prevent potentially illegal activities.**
- **To screen for and prevent undesirable or abusive activity.**
For example, we have automated systems that screen content for phishing activities, spam, and fraud.
- **To create new services, features or content.**
We may use your questionnaire data and questionnaire metadata (that is, data about the characteristics of a questionnaire) for our internal purposes to create and provide new services, features or content. In relation to questionnaire metadata, we may look at statistics like response rates, question and answer word counts, and the average number of questions

in a questionnaire and publish interesting observations about these for informational or marketing purposes. When we do this, neither individual questionnaire creators nor questionnaire respondents will be identified or identifiable unless we have obtained their permission.

- **To contact you about your service or account.**
We occasionally send you communications of a transactional nature (e.g. service-related announcements, billing-related matters, changes to our services or policies, a welcome email when you first register). You can't opt out of these communications since they are required to provide our services to you.
- **To respond to legal requests and prevent harm.**
If we receive a subpoena or other legal request, we may need to inspect the data we hold to determine how to respond.

With whom do we share or disclose your information?

We don't sell your questionnaire data, unless you expressly permit us to!

When might we disclose your questionnaire data to third parties?

Only for a limited number of reasons. We share your information with our service providers who help us to provide our services to you.

We may disclose:

- **Your information to our service providers.**
We use service providers who help us to provide you with our services. We give relevant persons working for some of these providers access to your information, but only to the extent necessary for them to perform their services for us. We also implement reasonable contractual and technical protections to ensure the confidentiality of your personal information and data is maintained, used only for the provision of their services to us, and handled in accordance with this privacy policy.
- **Your email address to your organization.**
If the email address under which you've registered your account belongs to or is controlled by an organization, we may disclose that email address to that organization in order to help it understand who associated with that organization uses EyeQuestion®, and to assist the organization with its enterprise accounts.
- **Your information if required or permitted by law.**
We may disclose your information as required or permitted by law, or when we believe that disclosure is necessary to protect our rights, protect your safety or the safety of others, and/or to comply with a judicial proceeding, court order, subpoena, or other legal process served on us.

What are your rights to your information?

You can:

- Update your account details.

You can update your registration and other account information on your account page. Information is updated immediately.

- [Access and correct your personal information.](#)

As an account holder, you may access and correct certain personal information that EyeQuestion Software (Logic8 BV) holds about you by visiting your account page. For some information, these rights may be exercised through the account page mentioned above, and in all cases, requests to exercise these rights may be directed to our customer support team. These rights are subject to some exceptions, such as where giving you access would have an unreasonable impact on the privacy of other individuals. We will respond to your request to exercise these rights within a reasonable time and, where required by law or where we deem it otherwise appropriate and practicable to do so, we will honour your request.

- [Download your questionnaire data.](#)

We provide you with the ability to export, share and publish your questionnaire data in a variety of formats. This allows you to create your own backups or conduct offline data analysis.

- [Delete your questionnaire data.](#)

Deleting questionnaire data in the ways described on this page will not permanently delete questionnaire data immediately. As long as you maintain an account with us, we may retain your deleted data for a limited time in case you delete something by accident and need to restore it (which you can request by contacting customer support).

- [Cancel your account.](#)

To cancel and delete your account, please contact customer support. Deleting your account will cause all the questionnaire data in the account to be permanently deleted from our systems within a reasonable time period, as permitted by law, and will disable your access to any other services that require a EyeQuestion Software (Logic8 BV) account. We will respond to any such request, and any appropriate request to access, correct, update or delete your personal information within the time period specified by law (if applicable) or without excessive delay. We will promptly fulfil requests to delete personal data unless the request is not technically feasible or such data is required to be retained by law (in which case we will block access to such data, if required by law).

[For how long do we retain your data?](#)

We generally retain your data for as long as you have an account with us, or to comply with our legal obligations, resolve disputes, or enforce our agreements. Data that is deleted from our servers may remain as residual copies on offsite backup media for up to approximately 3 months afterward.

[Accessing and correcting your personal data.](#)

You have the right to access and correct the personal information that EyeQuestion Software (Logic8 BV) holds about you. This right may be exercised by contacting customer support.

[Your responsibilities.](#)

By using our services, you agree to comply with applicable data protection requirements when

collecting and using your questionnaire data, such as requirements to inform respondents about the specific uses and disclosures of their data.

PRIVACY FOR QUESTIONNAIRE RESPONDENTS

Questionnaires are administered by questionnaire creators. We host the questionnaires or deliver the software to host the questionnaire. If you have any questions about a questionnaire you are taking, please contact the questionnaire creator directly as EyeQuestion Software (Logic8 BV) is not responsible for the content of that questionnaire or your responses to it. The questionnaire creator is usually the same person that invited you to take the questionnaire and sometimes they have their own privacy policy.

Are your responses anonymous? This depends on how the questionnaire creator has configured the questionnaire. Contact them to find out.

We don't sell your responses to third parties. EyeQuestion Software (Logic8 BV) doesn't sell or share your questionnaire responses with third party advertisers or marketers (although the questionnaire creator might, so check with them). EyeQuestion Software (Logic8 BV) only delivers the software to collect data on behalf of the questionnaire creator who controls your data, except as further described in this privacy policy with regard to public questionnaires.

If you think a questionnaire violates may be engaging in illegal activity then send an email to info@eyequestion.nl.

What information does EyeQuestion Software (Logic8 BV) collect?

When you respond to questionnaires hosted by EyeQuestion Software (Logic8 BV), we collect, on behalf and upon instructions of questionnaire creators, information relating to you and your use of our services from a variety of sources. These are listed below. The sections afterward describe what we do with this information.

Information we collect directly from you

Questionnaire responses. We collect and store the questionnaire responses that you submit. The questionnaire creator is responsible for this data and manages it. A questionnaire may ask you to provide personal information or data. If you have any questions about a questionnaire you are taking, please contact the questionnaire creator directly as EyeQuestion Software (Logic8 BV) is not responsible for the content of that questionnaire. The questionnaire creator is usually the same person that invited you to take the questionnaire and sometimes they have their own privacy policy.

Are your questionnaire responses anonymous?

You will need to ask the questionnaire creator this as it depends on how they have chosen to configure their questionnaire. We provide instructions on how a questionnaire creator can ensure they collect responses anonymously. However, even if a questionnaire creator has followed those steps, specific questions in the questionnaire may still ask you for your personal information or data that could be used to identify you.

Information we collect about you from other sources

Usage data.

We collect usage data about you whenever you interact with our services. This may include what you click on, when you performed those actions, and so on. Additionally we keep log files that record data each time a device accesses those servers. The log files contain data about the nature of each access, including originating IP addresses, internet service providers, the files viewed on our,

operating system versions, and timestamps. Note that we do not link this usage data to your questionnaire responses.

Device data.

We collect data from the device and application you use to access our services, such as your IP address, operating system version, device type, system and performance information, and browser type. We may also infer your geographic location based on your IP address.

Referral data.

We record information about the source that referred you to a questionnaire (e.g. a link on a website or in an email).

Your email address.

If a questionnaire creator uses an email invitation collector to send you a questionnaire invitation email, we collect your email address when the questionnaire creator provides it to us. We don't use this to send you email except at the direction of a questionnaire creator. The emails we send on behalf of a questionnaire creator appear to come from that questionnaire creator's email address. If you no longer want to be contacted by a questionnaire creator, please contact the questionnaire creator directly.

Providing questionnaire responses is voluntary. Remember, you can always choose not to provide an answer to any given questionnaire question (especially those requesting your personal information or data). However, sometimes this will prevent you from completing a questionnaire if the questionnaire creator has marked that question as requiring an answer.

How does EyeQuestion Software (Logic8 BV) use the information we collect?

Your questionnaire responses are owned and managed by the questionnaire creator, and we treat that information as private to the questionnaire creator. Please contact the questionnaire creator directly to understand how they will use your questionnaire responses. Some questionnaire creators may provide you with a privacy policy or notice at the time you take their questionnaire and we encourage you to review that to understand how the questionnaire creator will handle your responses. Please see the Questionnaire creator version of this privacy policy to understand how EyeQuestion Software (Logic8 BV) handles questionnaire responses. EyeQuestion Software (Logic8 BV) does not sell questionnaire responses to third parties without the questionnaire creator's permission and we do not use any contact details collected in our customers' questionnaires to contact questionnaire respondents.

We also use the information we collect from you (including usage data, device data, referral data and information from page tags) to manage and improve our services, for research purposes, and for the various purposes described in the Questionnaire creator version of this privacy policy.

With whom do we share or disclose your information?

EyeQuestion Software (Logic8 BV) does not sell your questionnaire responses unless you expressly permit us to! We will share your questionnaire responses with third parties only as described in this privacy policy.

We disclose:

Your questionnaire responses to questionnaire creators. We host questionnaires for questionnaire creators, but they are really the primary curator of questionnaire data. Anything you expressly

disclose in your questionnaire responses will, naturally, be provided to them. Please contact the questionnaire creator directly to understand how they might share your questionnaire responses. Please see the Questionnaire creator version of this privacy policy to understand what EyeQuestion Software (Logic8 BV) tells questionnaire creators about how we handle questionnaire responses, and to whom EyeQuestion Software (Logic8 BV) may disclose questionnaire responses.

What are your rights to your information?

Contact the questionnaire creator to access and correct your responses and personal information. Because we collect questionnaire responses on behalf of questionnaire creators, you will need to contact the questionnaire creator if you have any questions about the questionnaire, or if you want to access, update, or delete anything in your responses. We provide questionnaire creators with tools to maintain the responses they collect through their questionnaires. You may request access to and correction of the personal information we hold about you by contacting customer support, but in most cases EyeQuestion Software (Logic8 BV) cannot provide you with this access since questionnaire responses are the questionnaire creator's private information and giving you access may have an unreasonable impact on the privacy of other individuals. We will respond to your request for access or correction within a reasonable time and, where reasonable and practicable to do so, we will provide access to your personal information in the manner requested by you.

Opt out of receiving questionnaires. You may opt out of receiving email invitations to take questionnaires which are sent by questionnaire creators via EyeQuestion Software (Logic8 BV).

Accessing and correcting your personal data.

You have the right to access and correct the personal information that EyeQuestion Software (Logic8 BV) holds about you. This right may be exercised by contacting customer support.