



Campden BRI's Consumer Panel Terms & Conditions

By accepting these Terms and Conditions, you confirm that you are 18 years of age or over, live in the UK and wish to join Campden BRI's Consumer Panel in order to participate online and/or, at home and/or at one of our on-site venues, in Consumer Research Studies conducted by Campden BRI, on behalf of its clients. You understand that participation is subject to your agreement to the following Terms and Conditions:

1. Application and Account

- 1.1 Only one application is allowed per person.
- 1.2 Applications are regularly reviewed by Campden BRI and confirmed with a follow up email to the email address provided upon application, at which point your account will be activated.
- 1.3 You agree to supply true, honest, current and complete answers when applying or updating your account, and when participating in Consumer Research Studies conducted by Campden BRI.
- 1.4 You further agree to review and update all the information provided by you on your account when requested, which shall be, at a minimum, on an annual basis. This shall include providing a current and accurate email address. If Campden BRI receive no response to this request and/or your account becomes inactive between each review, the information held within your account will be deleted and you will no longer be able to access your account.

2. Data Processing

- 2.1 Campden BRI is the data controller of the personal information we collect from you. We are committed to protecting your personal information in accordance with legislative requirements; please see our Privacy Notice for more information.
- 2.2 If you have any questions, comments or complaints about the personal data we hold about you please email:

The Data Protection Officer

Campden BRI

Station Road,

Chipping Campden

Gloucestershire UK. GL55 6LD

Tel: +44(0)1386 842000

Email: DPO@campdenbri.co.uk

- 2.3 If we are unable to fully resolve any issue to your satisfaction you have the right to contact the Information Commissioner's Office, whose contact details can be found at <https://ico.org.uk/global/contact-us/>.

3. Termination

- 3.1 You are free to withdraw from Campden BRI's Consumer Panel at any time. Please notify us by email onlinepanel@campdenbri.co.uk or use the un-subscribe link at the bottom of our emails, which will automatically delete your account without notifying Campden BRI.

- 3.2 Your request to withdraw or un-subscribe from Campden BRI's Consumer Panel will result in the removal of your account details from our records to the extent reasonably possible and within a reasonable timeframe.
- 3.3 Campden BRI reserves the right to remove you from our Consumer Panel or withdraw you from individual Consumer Research Studies without notice if we believe you have breached our Terms and Conditions, and/or any of our procedures, and/or your behaviour is deemed at our sole discretion to be inappropriate or otherwise unacceptable.

4. Health and Safety

- 4.1 Campden BRI values the health and safety of members of our Consumer Panel.
- 4.2 If you believe that any of the following categories apply to you, you will not be able to participate in food studies but may be able to participate in non-food studies including online surveys and information gathering exercises depending on our clients' requirements:
- a) Food and/or drink allergies, intolerances or adverse reactions;
 - b) Non-food and/or drink allergies, intolerances or adverse reactions;
 - c) Medical/health conditions that may be affected by the consumption of food and/or drink, that require a restricted diet or that may affect the senses (i.e., sight/smell/taste);
 - d) Pregnancy;
 - e) Breastfeeding.
- 4.3 You must seek independent medical advice if you have any concerns about your ability to participate for medical or health reasons.
- 4.4 Campden BRI is not liable for any adverse reactions, effects or complications, arising from your participation in our studies.
- 4.5 To be able to participate in Consumer Research Studies, you must be able to:
- a) Read and understand written and verbal instructions in English.
 - b) Respond to questions and activities in English.
 - c) Focus and concentrate in quiet conditions.
 - d) Be in close proximity to other people.
- 4.6 You agree when attending our on-site venues, to observe all health and safety rules and regulations, procedures and practices in place. Campden BRI operate a zero-tolerance policy for violence, abuse and any inappropriate language or behaviour towards staff and other members of Campden BRI's Consumer Panel.

5. Confidentiality

- 5.1 You agree to treat all information received as a result of your participation as confidential ("Confidential Information"). You agree that you will not remove, photograph/copy or allow others to photograph/copy any document, publication, or other tangible item which contains Confidential Information.

- 5.2 Your account will be password protected. You must keep this confidential, secure and must not be shared with anybody. If you suspect that the security of your password has been compromised in any way, you should immediately contact us by emailing onlinepanel@campdenbri.co.uk. Please refer to our FAQ's for information regarding password changes and resetting.

6. Disclaimer

- 6.1 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 Studies except in the case of death or personal injury arising from our negligence.

7. Contacting Campden BRI

- 7.1 If you have any feedback, queries, or concerns, please contact us by emailing onlinepanel@campdenbri.co.uk.

8. Market Research Society Code of Conduct

- 8.1 Campden BRI is a company partner of the Market Research Society (MRS) and adheres to the UK MRS Code of Conduct. Further information on the MRS Code of Conduct can be found at <https://www.mrs.org.uk/standards/code-of-conduct>.

9. Variation of Terms

- 9.1 These Terms and Conditions are subject to review and amendment from time to time. You will be notified by email of any changes.

By applying for Campden BRI's Consumer Panel and participating in Consumer Research Studies, you agree that you have read and accept these Terms and Conditions.