

by ThriveMap Ltd

Privacy Policy

ThriveMap Ltd is committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to in them) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting thrivemap.io, you are accepting and consenting to the practices described in this policy.

We regret that if there are one or more points below with which you are not happy, your only recourse is to leave our website immediately.

We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.

We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.

Our policy complies with UK law accordingly implemented (the **Act**), including that required by the EU General Data Protection Regulation.

The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at www.knowyourprivacyrights.org.

Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

Information we may collect from you

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on our website thrivemap.io (**our site**) or by corresponding with us by phone, email

or otherwise. This includes information you provide when you register to use our site, subscribe to our service, post material, request further services, participate in discussion boards or other social media functions on our site, complete any of our online forms or surveys, and/or when you report a problem with our site. The information you give us may include your name, address, email address and phone number, photographs, work environment preferences, respondent email addresses and company details. If you contact us, we may keep a record of that correspondence.

- **Information we collect about you.** With regard to each of your visits to our site, we may automatically collect the following information:
 - technical information, including the internet protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform. This is statistical data about our users' browsing actions and patterns and does not identify any individual; and
 - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time), businesses you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs) and methods used to browse away from the page and any phone number used to call our customer service number.

- **Information through job applications and employment.** If you send us information in connection with a job application, we may keep it for up to three years in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for six years before destroying or deleting it.

- **Information we receive from other sources.** We may receive information about you from third parties if you use any websites or social media platforms operated by third parties (for example, LinkedIn, Twitter, Instagram, etc.) and you have chosen to link your profile on our site with your profile on those other websites or social media platforms. Any such data may be combined with data collected on our site. We may also work closely with other third parties (including, for example, business partners, subcontractors in technical, payment and delivery services, advertising

networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

- **Cookies.** Our site uses cookies to distinguish you from other users of our site. This helps us to provide you with a good experience when you browse our site and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them, please see our [Cookie Policy](#).

The bases on which we process information about you

The law requires us to determine under which bases we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant then we shall immediately stop processing your data.

If the basis changes then if required by law we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

- **Information we process because we have a contractual obligation with you.**
When you create an account on our website, buy a product or service from us, or otherwise agree to our terms and conditions, a contract is formed between you and us.

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it in order to:

- verify your identity for security purposes
- sell products to you
- provide you with our services
- provide you with suggestions and advice on products, services and how to obtain the most from using our website

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

Additionally, we may aggregate this information in a general way and use it to provide class information, for example to monitor our performance with respect to a particular service we provide. If we use it for this purpose, you as an individual will

not be personally identifiable.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

- **Information we process because we have a legitimate interest to do so.** When you are asked to complete a ThriveMap questionnaire either by us or by a client company (**the requestor**), it is because the requestor has established that capturing ThriveMap questionnaire data is important to the recruitment or employment activities in which you are involved.

In order for the requestor to carry out those activities we must process the information you give us. Some of this information may be personal information.

The requestor may use it in order to:

- measure your skills or preferences directly related to the role you are applying for or already engaged
- generate a benchmark against which the company can compare current or future employees
- to assist the company improve internal procedures and performance

Additionally, we may aggregate this information in a general way and use it to provide class information, for example to monitor our questionnaire with respect to quality of questions asked. If we use it for this purpose, you as an individual will not be personally identifiable.

We shall continue to process this information until the contract between us and the client company is terminated by either party. You may withdraw your consent at any time by instructing us at mydata@thrivemap.io however, if you do so, it may have an effect upon the process you are engaged in with the requestor.

- **Information we process with your consent.** Through certain actions when otherwise there is no contractual relationship between us, such as when you sign up to a trial account with us, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information. Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you

personally. We may aggregate it in a general way and use it to provide class information, for example to monitor the performance of a particular page on our website.

If you have given us explicit permission to do so, we may from time to time pass your name and contact information to selected associates whom we consider may provide services or products you would find useful.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us at mydata@thrivemap.io. However, if you do so, you may not be able to use our website or our services further.

- **Information we process because we have a legal obligation.** We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

Uses made of the information

We use information held about you in the following ways:

- Information you give to us. We will use this information:
 - to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and/or services that you request from us;
 - to provide you with information about other products and/or services we offer that are similar to those that you have already made use of or enquired about;
 - to provide you, or permit selected third parties to provide you, with information about products and/or services we feel may be of interest to you and we or they will contact you by electronic means (email or SMS) only if you have consented to this. If you do not want us to use your data in this way, or

to pass your details onto third parties for marketing purposes, update your preferences using the options provided or contact us directly;

- to notify you about changes to our service; and
- to ensure that content from our site is presented in the most effective manner for you and for your computer.
- Information you give to us, **specifically lists of respondent names and email addresses**. We will use this information:
 - to send survey requests to respondents on behalf of the client company, and any subsequent communications to those respondents that form part of the questionnaire function of our site.
 - For the avoidance of doubt, we will not share these email addresses with other third parties except under certain circumstances described below under 'Disclosure of your information', and never without the client company's prior consent.
- Information you give us, **specifically answers to our work skills and environment questionnaire data**. We will use this information:
 - to provide to a client company, and any individuals authorised by the client company, with a report on the respondent's work environment preferences; explicitly limited to the client company sending, and disclosed in, the survey request to the respondent, and no other client company without the respondent's prior agreement.
 - to be viewed by us to provide support to a client company user or respondent as required.
 - in aggregated statistics, with no identifiable individual data, to provide all client company users with insights about work environment questionnaire responses.
- Information we collect about you. We will use this information:
 - to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
 - to improve our site and to ensure that content is presented in the most effective manner for you and for your computer;
 - to allow you to participate in interactive features of our service, when you choose to do so;
 - as part of our efforts to keep our site safe and secure;

- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you; and
- to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.
- Information we receive from other sources. We may combine information we receive from other sources with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

Disclosure of your information

We may share your personal information with any member of our group from time to time, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006 (as amended from time to time).

We may share your personal information with selected third parties, including:

- business partners, suppliers and subcontractors for the performance of any contract we enter into with them or you;
- advertisers and advertising networks that require the data to select and serve relevant adverts to you and others; and
- analytics and search engine providers that assist us in the improvement and optimisation of our site.

We may disclose your personal information to third parties:

- in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- if ThriveMap Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its clients will be one of the transferred assets; and
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use our Employer Terms and Conditions or any other agreements; or to protect the rights, property or safety of ThriveMap Ltd, our clients or others. This includes exchanging



information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Where we store your personal data

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (**EEA**). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site and any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Access to your personal information

At any time you may review or update personally identifiable information that we hold about you, by (where available) signing in to your account on our website.

To modify or obtain a copy of any information that is not provided on our website you may send us a request at mydata@thrivemap.io.

After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.

Removal of your information

If you wish us to remove personally identifiable information from our website, you may contact us at mydata@thrivemap.io.

This may limit the service we can provide to you.

Verification of your information

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

Encryption of data sent between us

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

Whenever information is transferred between us, you can check that it is done so using SSL by looking for a closed padlock symbol or other trust mark in your browser's URL bar or toolbar.

How you can complain

If you are not happy with our privacy policy or if have any complaint then you should tell us by email. Our address is mydata@thrivemap.io.

If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.

If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns>.

Retention period for personal data

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

- to provide you with the services you have requested;
- to comply with other law, including for the period demanded by our tax authorities;
- to support a claim or defence in court.

Compliance with the law

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our website

Review of this privacy policy

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.

If you have any question regarding our privacy policy, please contact us.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to mydata@thrivemap.io.