



# MARKET RESPONSE

## SCHEDULE 1 – DETAILS OF THE PROCESSING

### **Services:**

Client and/or its Client related Entity hereby instructs MarketResponse to perform the Processing necessary for the performance of the Services under the Agreement. Any additional specific instructions are to be agreed upon in writing.

### **Project:**

MarketResponse will provide the **CMNTY Service**: The nature of the processing of the personal data in CMNTY is to collect responses in the CMNTY platform. MarketResponse will:

- Have access to personal data of respondents (from the client).
- Has access to the responses of the respondents.
- Offer support in the software when requested by the client (e.g. sent invitations, sent reminders)
- Provide technical support (e.g. when users can't log in, modules don't work).

### **Contact Details:**

The email and mailing address(es) for Client's primary contact person(s) as set out in the Order Form and the contact details of the privacy officer or data processing officer

The contact details of MarketResponse:

MarketResponse  
Data processing officer  
Stationsplein 32  
3511 ED UTRECHT  
e-mail: [fg@marketresponse.nl](mailto:fg@marketresponse.nl)

### Categories Personal Data:

MarketResponse will receive or have access to or access to the following (categories of) data that are directly or indirectly traceable to an identified or identifiable natural person:

- Contact Details
- Customer or Employee Attributes
- Client Product or Service information
- Household information
- Personal data from engaging in client content

### Categories Data Subject:

Personal Data included above relate to the following groups of individuals:

- Respondents, selected by agencies, meeting research requirements
- Client's Employees
- Client's (potential) consumers, customers, or clients
- Members of a union or community
- Citizens of a country or municipality
- Accidental online passersby (recruited via Social Media)

### Processing instructions:

As referred to in Section 9.1 the following is agreed within 2 (two) months after expiration of the Term.

### Subprocessors:

#### Infrastructure Subprocessors

Entity Name	Purpose	Entity Country	Note
AWS	IT Hosting Services	United States	AWS is a USA based company. However, we store data in one of their regions (Canada, Europe, US or Australia) depending on your contract with us
InQdo Cloud B.V.	IT Service Management	The Netherlands	
Opinov8	IT Service Management	United Kingdom, Ukraine, Egypt	
ProShore	IT Service Management	The Netherlands, Nepal	
Veldwerk	IT Service Management	The Netherlands	

#### Optional Platform Subprocessors

Entity Name	Purpose	Entity Country	Note
Twilio, Inc	2FA SMS Services	United States	Only when 2FA with SMS is enabled
Stripe, Inc	Payment Services	United States	Only when payment is performed withing the platform
Google, Inc	Analytics service	United States	Only when Google Analytics is activated
AWS	Video Conferencing	United States	Only when using Focus
AWS	Sentiment, Image, Video and Text Analysis	United States	
Yesty	E-gift cards services	Netherlands	Only when using Yesty Integration for incentive management

Countries in the EEA are acknowledged by European Data Protection Board or the UK government with adequate level of protection (e.g. Data Privacy Framework). In case of Third Countries, we have agreed EU Standard Contractual Clauses or UK Addendum or an Alternative Standard Solution with those Subprocessors.