

## **MALANA RESEARCH PRIVACY POLICY**

This privacy policy is designed and governs by Malana Research that illustrates how we collect, process and use the personal data/ information that is received via phone, email, surveys, website and other platforms and how we ensure in accordance with the data protection rights. Access to this website indicates your acceptance of this privacy policy.

Malana Research is committed to maintaining the utmost privacy of the panel member's data/information. Malana Research strictly follows the ESOMAR guidelines and data protection laws of the local regulations. Malana Research reserve the right to change/ modify this policy at any time. It is advised to follow our privacy policy periodically and review the changes made.

### **How we Collect Information?**

Malana Research always collect information of both members and non-members as defined by the standard laws and adheres to the same.

For members, it is collected at the time of panel registration whereby basic demographic & contact information is captured to be a part of the panel member group and eventually participating in research activities.

For non-members also, this process is followed but not limited to. It can be extensive depending on the criteria and quality of the information needed as part of the qualifying criteria. A confirmation email is also sent to the members seeking consent for the use/process of information.

### **How we Use/Process Information?**

Malana Research shall take the privilege of using the Personal Information to initiate the communication with the Respondent for all research activities, panel membership information, rewards information, new features and any other Ad-hoc requests.

### **Disclosure of Information**

Malana Research do not share/ sell/ trade any Personal Information of members to any third parties for any activities directly/indirectly related to advertising/marketing purposes.

Malana Research reserves the right to share personal information (but limited to) with the third parties only in accordance with the Market Research guidelines including with those who commissioned the market research activity shall follow the same.

Gnosis Partner's website may contain links to other websites. Malana Research is not responsible for the protection and privacy policy of those websites.

## Opt-Out Policy

Members may terminate their membership from a panel at any point by sending a request via email to [info@malanaresearchconsult.com](mailto:info@malanaresearchconsult.com).

For non-members or site users, you may send a request via email to [info@malanaresearchconsult.com](mailto:info@malanaresearchconsult.com) to be removed from the recipient list.

Malana Research maintains and retains all Personal Information including those are Opt-Out to ensure effective communication & privacy of the information is controlled.

## **Children's Privacy**

We do not knowingly collect any personal information under any circumstances for anyone under the age of 13. If such an incidence inadvertently occurs, we immediately delete such information.

## **Cookie's Policy**

In general, we use browser cookies that are placed on the device when you visit a website. This essentially helps in storing information and further evaluating to control, monitor and prevention of any fraud activity. With the help of these, we track certain information about the visitor to understand the behavior/activity. Thus, helps in making the website better.

## **Access, Update or Correct your Information**

Malana Research follows a process to review and update the information on a frequent basis. However, it also grants access to your information to change or modify or delete by sending us a request via email to [info@malanaresearchconsult.com](mailto:info@malanaresearchconsult.com).

To protect your information from any fraudulent activity, Malana Research ensure to take reasonable steps to verify/validate your identity before providing any access or making any changes/correction in your information.

## **Contact Us**

Questions regarding our Privacy Policy or Access should be directed to:

Malana Research Team

Address: Plot 3425, Kikulu zone,

Bukoto-Kisaasi road, Kampala, Uganda

Or

Email at: [info@malanaresearchconsult.com](mailto:info@malanaresearchconsult.com)