

Privacy Statement.

This privacy statement sets out how Nexus uses and protects any information that you give Nexus when you join the Nexus Insight Panel. Full details on joining the Insight Panel are available in our FAQ's available at nexus.org.uk.

Nexus is committed to ensuring that your privacy is protected. Information by which you can be identified when completing a survey will only be used in accordance with this privacy statement.

Nexus may change this statement from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. Panel members will be informed when this statement is updated in the next survey invite.

This policy is effective from February 2018.

Information (collection, use and disposal.)

We take the protection of the personal information that you submit to us seriously.

Nexus collects information from our Nexus Insight Panel members and in various ways, governed by the law of England and Wales.

We anonymise and aggregate all responses to our surveys so that results cannot be related to an individual's responses. Responses and results are stored on secure Nexus Servers.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We will use your personal information to send you monthly surveys if you have opted to receive future surveys. Invitations to complete Insight Panel surveys will always be by email.

Your responses to surveys are not personal information and will be used by Nexus to [add wording] and Nexus may use comments you have provided as part of the surveys without restriction and will be the exclusive property of Nexus from the point at which you submit your survey. You have the right to ask us not to process your personal data for the purposes listed in this document. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at customerservices@nexus.org.uk or Nexus, Nexus House, St James Boulevard, Newcastle upon Tyne, NE1 4AX

If you believe that any information we are holding about you is incorrect or incomplete, please write to us as soon as possible, at *Insight Panel, Business Intelligence, Nexus House, St James Boulevard, Newcastle Upon Tyne, NE1 4AX*. We will promptly correct any information found to be incorrect.

Registration information

- Nexus will collect profile information and your email address during the registration process.
- Profile information will consist of year of birth, sex, ethnicity, employment status, postcode, email address, any disabilities and travel habits. This information is collected to avoid us having to ask you the same questions on all surveys and to add context to survey responses.
- Nexus will periodically invite you to update your profile information.
- The information is collected using SurveyMonkey™.

- Profile information will be securely stored for the length of your panel membership and shall be kept for no longer than is necessary for the purpose for which it is being processed. If you leave the panel all profile information will be deleted.

Survey responses

- Survey responses will be collected by Nexus using SurveyMonkey™ on a monthly basis.
- Your survey responses are matched to your profile information and then anonymized.
- All survey responses are anonymized to remove all links to an individual's identity.
- Survey responses are analysed to produce aggregated results.

Prize Draw entry information

- Nexus will collect Prize Draw entry information when a survey respondent opts into a Prize Draw.
- This information consist of name, postcode and email address.
- Prize Draw entry information will be kept until the prize for the draw has been collected.
- Prize Draw entry information of Prize Draw winners will be kept for a period of 2 Years from the date the prize was collected.
- Prize Draw entry information will be used to contact Prize Draw winners, to maintain a record of winners for internal audit purposes and to announce Prize Draw winners names on nexus.org.uk

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to other websites. However, once you have used these links to leave our site, you should note that we do not have any control over that website. Therefore, we cannot be responsible for the protection and privacy of any information you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Nexus collects survey data using SurveyMonkey™. The data collected in surveys created by Nexus are owned by Nexus. To read the SurveyMonkey™ Privacy policy go to <https://www.surveymonkey.com/mp/policy/privacy-policy/>

Nexus is the trading name of Tyne and Wear Passenger Transport Executive and its address is Nexus House, St James Boulevard, Newcastle upon Tyne, NE1 4AX. You can contact Nexus by calling: 0191 2020 747 or by email: customer.services@nexus.org.uk. In relation to the survey and the prize draw, Nexus is the Data Controller. Nexus's Data Protection Officer is Colin Whittle, who can be contacted at colin.whittle@nexus.org.uk.