

PRIVACY POLICY FOR USER INTERVIEWS AND USABILITY TESTS

14.04.2020

The present privacy policy (hereinafter as: „**Policy**”) in accordance with the above and with Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (hereinafter as: “**GDPR**”) contains all information regarding the processing of personal data of persons (hereinafter as: „**Tester**”) entrusted by

Company name: **UX studio Zártkörűen Működő Részvénytársaság**
Registered seat: **1052 Budapest, Deák Ferenc tér 3. II. em., Hungary**
Company registration number: **01-10-048628**
Tax number: **25399479-2-41**
Registered by: **Metropolitan Court of Budapest as Court of Registration**
Represented by: **Dávid Pásztor director individually**
E-mail: research@uxstudioteam.com
(hereinafter: “**Service Provider**”)

in connection with the research for which the Tester has applied and which is related to product development carried out for the business partners (hereinafter as: „**Partner**”) of the Service Provider. The aim of this Policy is to give a clear picture on why, how and how long we process the personal data we get in touch with during our operation.

I. Some privacy-related definitions in order to better understand this Policy

Personal data

means any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;

Processing

means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organizing, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;

Controller

means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by EU or Member State law;

The Controller of your personal data is the Service Provider.

Processor

means a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller;

Third-party

means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorized to process personal data;

Data forwarding

Means the disclosure of personal data to specific third parties;

Data subject

Everybody who shares his/her personal data with the Service Provider through the Website or via other channels or whose personal data is processed by the Service Provider otherwise. For example, you who reads this Policy;

Consent of the data subject

means any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by clear affirmative action, signifies agreement to the processing of personal data relating to him or her;

Sensitive data

personal data referring to racial origin, nationality, political opinions or membership in any political party, religious or other beliefs, membership of an advocacy organization, sex life, personal data concerning health, pathological data;

Genetic data

means personal data relating to the inherited or acquired genetic characteristics of a natural person which give unique information about the physiology or the health of that natural person and which result, in particular, from an analysis of a biological sample from the natural person in question;

Biometric data

means personal data resulting from specific technical processing relating to the physical, physiological or behavioral characteristics of a natural person, which allow or confirm the unique identification of that natural person, such as facial images or dactyloscopy data;

Personal data breach

means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data transmitted, stored or otherwise processed;

Most of the above definitions are the definitions used by the GDPR. The text of the GDPR is available [at https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32016R0679&from=HU](https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32016R0679&from=HU) The list is not full, should you have any questions, do not hesitate to contact us.

We inform you that during our processing we do not process either sensitive nor genetic or biometric data and we will never request such data from you.

II. In what cases does the Service Provider process personal data

In accordance with the principles laid down by Article 5 Section (1) of the GDPR the personal data of the Tester is processed in the following cases:

- Carrying out research related to product development for the Partner
- Recording data in a research database

III. Which data, for which purpose and for how long do we process?

In the cases detailed above the legal ground for processing shall be the following:

- In accordance with article 6 Section (1) Point a) of the GDPR the freely given, specific, informed and unambiguous consent of the Tester (hereinafter as: **„Consent”**);
- In accordance with article 6 Section (1) Point b) of the GDPR processing is necessary for the performance of a contract to which the Tester is a party (hereinafter as: **„Performance of Contract”**);
- In accordance with article 6 Section (1) Point c) of the GDPR processing is necessary for compliance with a legal obligation to which the controller is subject (hereinafter as: **„Compliance”**);
- In accordance with article 6 Section (1) Point f) of the GDPR processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party (hereinafter as: **„Legitimate Interest”**);

III.1. Data processing related to the research carried out for the Partner

Scope of data processed	Purpose of processing	Legal ground for processing	Duration of processing
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<p>First and last name of the Tester</p>	<p>Identifying the Tester and in case the Tester was selected for research the performance of contract between the Service Provider and the Tester</p>	<p>Consent (in connection with application / Performance of contract (if the Tester was selected for the research)</p>	<p>In case of consent, until the withdrawal of the consent, but until the end of the selection process of the actual participants for the research.</p> <p>In case of performance of the contract until objection against processing but for the purpose of enforcing possible claims until the end of the 5th year after the termination of the contract (end of the limitation period for enforcing claims, Article 6:22. § Section (1) of the Hungarian Civil Code)</p>
<p>The birth date of the Tester</p>	<p>Assessing whether the Tester meets the conditions of the given research or, in case the Tester was selected, fulfillment of the contract between the Service Provider and the Tester</p>	<p>Consent (in connection with application / Performance of contract (if the Tester was selected for the research)</p>	<p>In case of consent, until the withdrawal of the consent, but until the end of the selection process of the actual participants for the research.</p> <p>In case of performance of the contract, until objection against processing but for the purpose of enforcing possible claims until the end of the 5th year after the termination of the contract (end of the limitation period for enforcing claims, Article 6:22. § Section (1) of the Hungarian Civil Code)</p>
<p>The address of the Tester</p>	<p>Identifying the Tester and in case the Tester was selected for research, the performance of contract between the Service Provider and the Tester</p>	<p>Consent (in connection with application / Performance of contract (if the Tester was selected for the research)</p>	<p>In case of consent, until the withdrawal of the consent, but until the end of the selection process of the actual participants for the research.</p> <p>In case of performance of the contract, until objection against processing but for the</p>

			purpose of enforcing possible claims until the end of the 5th year after the termination of the contract (end of the limitation period for enforcing claims, Article 6:22. § Section (1) of the Hungarian Civil Code)
E-mail address of the Tester	Performance of the contract between the Service Provider and the Tester, keeping contact	Consent (in connection with application / Performance of contract (if the Tester was selected for the research)	<p>In case of consent, until the withdrawal of the consent, but until the end of the selection process of the actual participants for the research.</p> <p>In case of performance of contract for 30 days after the research was closed / interview was made</p>
Phone number of the Tester	Performance of the contract between the Service Provider and the Tester, keeping contact	Consent (in connection with application / Performance of contract (if the Tester was selected for the research)	<p>In case of consent, until the withdrawal of the consent, but until the end of the selection process of the actual participants for the research.</p> <p>In case of performance of contract for 30 days after the research was closed / interview was made</p>
Sex of the Tester	Assessing whether the Tester meets the conditions of the given research or, in case the Tester was selected fulfillment of the contract between the Service Provider and the Tester	Consent (in connection with application / Performance of contract (if the Tester was selected for the research)	<p>In case of consent, until the withdrawal of the consent, but until the end of the selection process of the actual participants for the research.</p> <p>In case of performance of contract for 30 days after the research was closed / interview was made</p>
Location of the Tester (city)	Assessing whether the Tester meets the conditions of the given research or, in case the Tester was selected	Consent (in connection with application / Performance of contract (if the Tester was	In case of consent, until the withdrawal of the consent, but until the end of the selection process of the actual participants for the research.

	fulfillment of the contract between the Service Provider and the Tester	selected for the research)	In case of performance of contract for 30 days after the research was closed / interview was made
Nationality of the Tester	Assessing whether the Tester meets the conditions of the given research or, in case the Tester was selected fulfillment of the contract between the Service Provider and the Tester	Consent (in connection with application / Performance of contract (if the Tester was selected for the research)	In case of consent, until the withdrawal of the consent, but until the end of the selection process of the actual participants for the research. In case of performance of contract for 30 days after the research was closed / interview was made
Language(s) spoken by the Tester and level of language proficiency	Assessing whether the Tester meets the conditions of the given research or, in case the Tester was selected fulfillment of the contract between the Service Provider and the Tester	Consent (in connection with application / Performance of contract (if the Tester was selected for the research)	In case of consent, until the withdrawal of the consent, but until the end of the selection process of the actual participants for the research. In case of performance of contract for 30 days after the research was closed / interview was made
Income of the Tester specified within a range	Assessing whether the Tester meets the conditions of the given research or, in case the Tester was selected fulfillment of the contract between the Service Provider and the Tester	Consent (in connection with application / Performance of contract (if the Tester was selected for the research)	In case of consent, until the withdrawal of the consent, but until the end of the selection process of the actual participants for the research. In case of performance of contract for 30 days after the research was closed / interview was made
Education of the Tester	Assessing whether the Tester meets the conditions of the given research or, in case the Tester was selected fulfillment of the contract between	Consent (in connection with application / Performance of contract (if the Tester was selected for the research)	In case of consent, until the withdrawal of the consent, but until the end of the selection process of the actual participants for the research. In case of performance of contract for 30 days after

	the Service Provider and the Tester		the research was closed / interview was made
Position of the Tester	Assessing whether the Tester meets the conditions of the given research or, in case the Tester was selected fulfillment of the contract between the Service Provider and the Tester	Consent (in connection with application / Performance of contract (if the Tester was selected for the research)	In case of consent, until the withdrawal of the consent, but until the end of the selection process of the actual participants for the research. In case of performance of contract for 30 days after the research was closed / interview was made
Labor market status of the Tester	Assessing whether the Tester meets the conditions of the given research or, in case the Tester was selected fulfillment of the contract between the Service Provider and the Tester	Consent (in connection with application / Performance of contract (if the Tester was selected for the research)	In case of consent, until the withdrawal of the consent, but until the end of the selection process of the actual participants for the research. In case of performance of contract for 30 days after the research was closed / interview was made
Portrait of the Tester	Performance of the contract between the Service Provider and the Tester and between the Service Provider and the Partner	Performance of contract	For 1 year after the research was closed / interview was made
Voice of the Tester	Education purposes - to teach online course participants with the recorded research session.	Consent (in connection with application / Performance of contract (if the Tester was selected for the research)	In case of consent, until the withdrawal of the consent
Recording of the Tester's computer screen	Education purposes - to teach online course participants with the recorded research session.	Consent (in connection with application / Performance of contract (if the Tester was	In case of consent, until the withdrawal of the consent

		selected for the research)	
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The Service Provider advertises on various platforms to find Testers when it becomes necessary for a research related to a product developed by a Partner in order to perform such tests the results of which help the Partner's product development and to develop a user-friendly product design.

If the Tester applies for a research the legal ground for processing personal data is the consent of the Tester. If the Service Provider selects the Tester for a research then a contractual relationship is established between the Service Provider and the Tester therefore processing the first and last name, address, date of birth, e-mail address and phone number of the Tester are necessary for this reason and to keep contact with the Tester. If it is requested by the Partner the Tester may be obliged to sign a non-disclosure agreement for which the aforementioned data is also necessary. Regarding these data the Service Provider shall be considered as the controller.

The data related to each Research may differ according to the nature of the Partner's product or the purpose of the research, therefore the scope of data processed may be different in all cases and not all data defined above is always processed.

Processing of the Tester's birth data may be necessary if the Partner has specified a specific age group within which the research shall be performed by the Service Provider and which is therefore processed because the Service Provider is only able to determine whether the Tester who applied for an advertisement meets the criteria if the Tester provides this data

The sex of the Tester may be processed if it is relevant to the product developed by the Partner or if the Partner also wishes to conduct the research on a gender basis.

Processing of the Tester's location may be necessary if the location is relevant to the product developed by the Partner (for example, the Partner provides the product or service only in a specific geographic area) or if the Partner wants to ensure that the results of the research reflect geographical diversity, thereby ensuring that the comments of the Testers from different geographical areas may be taken into account as widely as possible in the course of product development.

It may be necessary to process the nationality of the Tester if the Partner's product is intended for a specific ethnic group and not for people in the area, as the place of residence and nationality do not always coincide.

The Processing of spoken language(s) and the level of language proficiency of the Tester is necessary in order for the Service Provider to decide in which language it is possible to conduct the research and to determine whether the level of language proficiency of the Tester is appropriate for conducting the research.

The income of the Tester which is specified by giving a range may be processed depending on the nature of the Partner's product, if it is relevant for the research. If such a case exists, the Service Provider only requests the income of the Tester by requesting to provide a range within which the salary of Tester falls, so with the available information it is not possible to deduce the specific amount of the Tester's actual income.

The processing of the Tester's position may be necessary depending on the purpose of the research and target group of the product developed by the Partner.

Processing of the Tester's labor market status (unemployed, student, managerial position, employee, entrepreneur, company manager, etc.) may be necessary due to the target group of the Partner's product.

The portrait and voice of the Tester will be processed during the video interview made by the Service Provider, or if it is absolutely necessary to record the emotional reactions of the Tester in order to perform the research related to the Partner's product. In some cases, it may also be necessary to record the computer screen of the Tester, as it may be important for the research to determine how and how easily the Tester can handle the Partner's product.

The data required for the research may be transmitted to the Partner, to which the Tester gives his / her consent by participating in the research. In all cases, the Tester will be informed in advance of the Partner's name and contact details.

The transmitted data – with the exception of video recordings – is transmitted to the Partner in such a way that the identity of the Tester cannot be derived from them (for example, instead of full name or date of birth, age or place of residence is transmitted, from which or in a combination of which the identity of the Tester cannot be determined).

With regard to video recordings, the Service Provider and the Partner shall be considered as joint controllers.

If the Tester applies for a research, the Service Provider processes the data on the basis of the Tester's consent until the consent is withdrawn or until the application process for the research is closed. An exception to the latter is the case when the Tester gives his / her consent for the Service Provider to process his / her data for the purpose of future research inquiries in accordance with Section III.2. If the Tester is selected for the research, the Service Provider will process the data based on the performance of the contract, for the periods specified above.

III.2. Recording of personal data in research database

Scope of data processed	Purpose of processing	Legal ground for processing	Duration of processing
First and last name of the Tester	Contacting the Tester to participate in research	Consent	Until withdrawing consent
The birth date of the Tester	Contacting the Tester to participate in research	Consent	Until withdrawing consent
E-mail address of the Tester	Contacting the Tester to participate in research	Consent	Until withdrawing consent
Phone number of the Tester	Contacting the Tester to participate in research	Consent	Until withdrawing consent

Sex of the Tester	Contacting the Tester to participate in research	Consent	Until withdrawing consent
Location of the Tester (city)	Contacting the Tester to participate in research	Consent	Until withdrawing consent
Nationality of the Tester	Contacting the Tester to participate in research	Consent	Until withdrawing consent
Language(s) spoken by the Tester and level of language proficiency	Contacting the Tester to participate in research	Consent	Until withdrawing consent
Income of the Tester specified within a range	Contacting the Tester to participate in research	Consent	Until withdrawing consent
Education of the Tester	Contacting the Tester to participate in research	Consent	Until withdrawing consent
Position of the Tester	Contacting the Tester to participate in research	Consent	Until withdrawing consent
Labor market status of the Tester	Contacting the Tester to participate in research	Consent	Until withdrawing consent

If the Tester applies for a research related advertisement, the Service Provider requests the consent of the Tester so that if the Tester wishes to participate in another research in the future, the Service Provider may contact him / her for this purpose. If the Tester gives the consent, the Service Provider processes the above data.

If the Tester meets the criteria for a research related to a product developed by a Partner, the Service Provider will contact the Tester to ask whether the Tester wishes to participate in the research. If the Tester wishes to participate, for the processing of personal data the provisions of Section III.1. shall prevail.

IV. Where and how do we process personal data?

Personal data is processed on paper or electronically. If the data is processed on paper (for example, in the case of contractual data), it will be placed in a secluded location. Data is stored electronically on cloud based servers.

The Service Provider takes all necessary technical and organizational measures and precautions to protect personal data and the quality thereof and provides continuous physical and procedural protection which complies with the data protection regulations, for example the servers are at a locked place and the computers are protected by passwords and firewalls.

Notwithstanding the above, the Service Provider shall not be liable for any damage, destruction or unauthorized access to the data in the event of technical error, natural disaster, terrorist, or criminal act.

V. How can one withdraw the consent if the ground for processing is based on consent?

If under present Policy the legal ground of processing is the Tester's consent, then the Tester subject has the right to withdraw this consent. The Tester may withdraw his / her consent by sending a message to research@uxstudioteam.com by email.

Please note that the withdrawal of consent does not affect the legality of the processing prior to the withdrawal.

VI. your rights related to the processing of your personal data

Request for information (right to access): you may request information about the processing of your personal data at any time, either in person, at our registered seat address, in writing by sending a registered letter or by email to research@uxstudioteam.com.

Pursuant to Article 15 Section (1) of the GDPR, a request may include information on the data processed, their source, purpose, legal ground, duration, name and address of any processor, processing activities and your rights in relation to processing. In the case of data transfer, to whom and for what purpose your data have been or will be transferred.

A request for information is considered authentic by us if you are clearly identified by it. If the request is sent by e-mail, only the e-mail sent from your registered e-mail address will be considered as authentic, and we will only be able to send information to the e-mail address registered with us. Unless you voluntarily verify your identity, we will not be able to send information to an e-mail address that is not registered in our records in order to protect your privacy.

Rectification: you may at any time request the rectification, modification or amendment of your data in the same manner described above. We can also do this only on the basis of a request from a credible source presented when submitting the request.

Restriction: you may request that we restrict the processing of our personal information in particular if:

- a) you argue the accuracy of the personal data we process. In this case, the limitation refers to the period during which the accuracy of the data is checked.
- b) Although the legal ground for processing does not stand for us, you are requesting us in writing to keep them for the purpose of filing, asserting or defending any legal claim you may have.

Objection: If we process your personal data on the ground of legitimate interest, you may at any time object to the processing of your personal data. In such cases, we will review the legality of the objection and, if it is well established, we terminate the processing of data

and notify anyone to whom the personal data subject to the objection may have been previously transmitted.

Deletion (“Right to be forgotten”): you may request the deletion of your personal data at any time for any of the reasons set out in Article 17 Section (1) of the GDPR.

We may refuse deletion if the processing of your personal data is required by law or if it is necessary to enforce our legal claims. We will always inform you about the refusal of the request for deletion. Once it is deleted, the data cannot be recovered.

Transfer of Personal Data (Portability): you may at any time request us to transfer the data processed in connection with you in a structured, widely used, machine-readable format to you or to another controller.

We kindly ask you to not exercise the above rights improperly, but only if it has a real ground or if any of the conditions set out in the GDPR actually exist.

VII. To whom we transfer personal data and who has the right to access them?

Except as provided below, your personal data will be kept confidential and will not be disclosed to any third party.

VII.1. Data forwarding in connection with applying for a research

The Service Provider manages applications and the data provided by the Tester for research with the following applications.

VII.1.1. Google Sheets

- Company name: **Google Ireland Ltd**
- Registered seat: **Google Building Gordon House, 4 Barrow St, Dublin, D04 E5W5, Ireland**
- Registration number: **368047**
- Represented by: **Elizabeth Margaret Cunningham director**
- Phone: **+353 1 436 1000**
- Server location: **Dublin, Ireland**
(hereinafter as: “**Google**”)

Google processes EU related data within the territory of the European Union through its servers located in Dublin, Ireland. Google may not access, modify, delete, use or otherwise manipulate the Applicant related data stored on the server provided by Google.

Google provides the protection of data on multiple levels, such as physically protecting data storage servers, which are secured and supervised by security guards and technicians, it restricts access to server rooms by its employees and by providing uninterruptible power supply and other state-of-the-art infrastructure, restricting access to data, continuously monitoring its system, encryption and firewall protection. The Google Privacy Policy is available at <https://policies.google.com/privacy/frameworks>.

VII.1.2. Airtable

- Company name: **Formagrid Inc.**
- Registered seat: **769 Dolores Street San Francisco, CA 94110, United States of America**
- Registration number: **C3575185**
- Represented by: **Howie Liu director**
- E-mail: support@airtable.com ; privacy@airtable.com
(hereinafter as: “**Airtable**”)

Information on the security measures undertaken by Airtable may be found here: <https://airtable.com/security>

The privacy policy of Airtable is available at: <https://airtable.com/privacy>

VII.1.3. Typeform

- Company name: **TYPEFORM SL**
- Registered seat: **Carrer de Bac de Roda, 163 , 08018 Barcelona, Spain**
- Registration number: **B65831836**
- Represented by: **Joaquim Lecha director**
- E-mail: support@typeform.com ; gdpr@typeform.com
(hereinafter as: “**Typeform**”)

The privacy policy of Typeform is available at: <https://admin.typeform.com/to/dwk6gt/>

VII.1.4. Surveygizmo

- Company name: **Widgix LLC**
- Registered seat: **4888 Pearl East Circle Suite 300W Boulder, CO 80301, United States of America**
- Registration number: **201829710305**
- Represented by: **David Roberts director**
- E-mail: compliance@surveygizmo.com
- Phone: **+1 720 496 2990**
- Web: <https://www.surveygizmo.com/>
- Location within the European Union: **DP-Dock GmbH (Ballindamm 39 20095 Hamburg, Germany, phone: +49 (0) 40 99999 3430, e-mail: surveygizmo@gdpr-rep.com)**
- Server location within the EU: **Frankfurt, Germany**
(hereinafter as: “**Surveygizmo**”)

Surveygizmo is a limited liability company registered and operating in the United States of America. Surveygizmo processes data that is related to European citizens on servers located in Frankfurt i.e. within the European Union.

Shall Surveygizmo forward data to servers located outside the territory of the European Union, namely in the United States of America the data of the Applicant is safe and is under the same protection as it is within the EU because Surveygizmo is a Privacy Shield certified organization. Privacy Shield is an agreement between the European Union and the United States of America that ensures that processing of data by Surveygizmo in the US complies with the GDPR

(<https://www.privacyshield.gov/participant?id=a2zt0000000L0kSAAS&status=Active>)

Surveygizmo ensures the protection of data on multiple levels, physically protecting data storage servers, its infrastructure through uninterruptible power supplies and other advanced tools, limiting access to data, continuous monitoring of its system and encryption of data. More information about Amazon's security solutions is available at: <https://help.surveygizmo.com/help/surveygizmo-security-overview>

For the privacy policy of Surveygizmo visit: <https://www.surveygizmo.com/privacy/>

VII.1.5. User Interviews

- Company name: **User Interviews Inc.**
- Székhely: **4320 7th Ave, #254 Brooklyn, NY 11215, United States of America**
- Represented by: **Basel Fakhoury director**
- E-mail: support@userinterviews.com
- Web: <https://www.userinterviews.com/>
- Representative within the European Union: **GDPR-Rep.eu Maetzler Rechtsanwalts GmbH & Co KG (address: Schellinggasse 3/10, 1010 Vienna, Austria, <https://gdpr-rep.eu/q/16452617?>)**
(hereinafter as: “**User Interviews**”)

The privacy policy of User Interviews is available at: <https://www.userinterviews.com/privacy?source=footer>

VII.2. Data forwarding in connection with establishing a contractual relationship

VII.2.1. The Service Provider – if data is stored electronically – manages the contracts and processes the contact details contained therein with Google Drive which is also provided by Google and for which the provisions of section VII.1. shall prevail.

VII.2.2. If the Service Provider concludes the contract with the Tester electronically then the Service Provider uses a third party application named HelloSign. HelloSign is provided by:

- Company name: **JN Projects Inc.**
- Registered seat: **333 Brannan Street San Francisco, CA 94107, United States of America**
- Registration number: **001401137**
- Represented by: **Joseph H. Walla director**
- E-mail: legal@hellosign.com
(hereinafter as: “**HelloSign**”)

HelloSign is a limited liability company registered and operating in the United States of America. Shall HelloSign forward data to servers located outside the territory of the European Union, namely to the United States of America the data of the Applicant is safe and is under the same protection as it is within the EU because HelloSign is a Privacy Shield certified organization. Privacy Shield is an agreement between the European Union and the United States of America that ensures that processing of data by HelloSign in the US complies with the GDPR (<https://www.privacyshield.gov/participant?id=a2zt0000000TSqHAAW&status=Active>)

HelloSign’s privacy policy is available at <https://www.hellosign.com/privacy>

VII.3. Data forwarding in case of video calls and recording of video related to remote interviews

The Service Provider uses the following services to establish a videophone connection with the Tester and to record interviews:

VII.3.1. Zoom

The provider of Zoom is

- Company name: **Zoom Video Communications Inc.**
- Registered seat: **55 Almaden Blvd, Suite 600 San Jose, CA 95113, United States of America**
- European offices:
 - **London, United Kingdom (address: The Place, 4th Floor, 175 High Holborn, London WC1V 7AA, United Kingdom, phone: +44 800 368 7314, +44 20 7039 8961, e-mail: info@zoom.us)**
 - **Paris, France (address: Zoom France, 33 rue Lafayette, 75009 Paris, France, phone: +33 800 946 464)**
 - **Amsterdam, Netherlands (address: Locatellikade 1, 1076 AZ Amsterdam, Netherlands)**
- Registration number: **C3404423**
- Represented by: **Eric Yuan director**
- E-mail: privacy@zoom.us
(hereinafter as: “Zoom”)

The privacy policy of Zoom and information on Zoom’s compliance with the GDPR may be found at the following links:

<https://zoom.us/privacy>

<https://zoom.us/gdpr>

Information on the security measures introduced by Zoom to protect personal data may be found here: <https://zoom.us/docs/en-us/privacy-and-security.html>

Zoom is a company incorporated and operating in the United States. Nevertheless, Zoom provides the same level of data security as the GDPR, as it is certified under the so-called Privacy Shield Agreement between the European Union and the United States, which provides the same level of data protection for companies operating in the United States as the GDPR and certifies the conformity of its data processing (<https://www.privacyshield.gov/participant?id=a2zt0000000TNkCAAW&status=Active>)

VII.3.2. Google Meet

Google Meet is provided by Google with respect to which for the service the provisions of Section VII.1. shall be applied.

VII.4. Data forwarding related to recording of videos in case of both remote and in-person research activities:

Depending on the method of use and the device and operating system used by the Tester, as well as the requirements of the Partner, the Service Provider may use the following software and online applications, as well as video streaming services to record and store videos:

VII.4.1. Quicktime

- Company name: **Apple Inc.**
- Registered seat: : **1 Apple Park Way, Cupertino, California, 95014, United States of America**
- Registration number: **C0806592**
- Represented by: **Tim Cook director**
- Contacting form: <https://www.apple.com/legal/privacy/contact/>
- Phone: **+1 800 275 2273**
(hereinafter as: “Apple”)

The privacy policy of Apple is available at <https://www.apple.com/legal/privacy/hu/>

VII.4.2. OBS Video

OBS Video is an open source application which may be edited and used by anyone. With respect to the nature of the software it has no identifiable provider. More information on OBS Video is available at <https://obsproject.com/>

VII.4.3. Camtasia

The developer of Camtasia:

- Company name: **TechSmith Corporation**
- Registered seat: **12405 Woodlake Drive Okemos, MI 48864, United States of America**
- Registration number: **C0806592**
- Represented by: **Wendy Hamilton director**
- E-mail: privacy@techsmith.com
- Phone: **+1 517 381 2300**
(hereinafter as: “Techsmith”)

The privacy policy of Techsmith and information on its measures related to privacy may be found at the following links:

<https://www.techsmith.com/privacy-policy.html#contact>
<https://support.techsmith.com/hc/en-us/articles/360012695012>

Techsmith is also a Privacy Shield certified company:

<https://www.privacyshield.gov/participant?id=a2zt000000001Y3AAI&status=Active>

Reports related to data processing may be submitted here:

https://support.techsmith.com/hc/en-us/requests/new?ticket_form_id=360000062991

VII.4.4. youTube

youTube is owned and provided by Google with respect to which for privacy and data processing matters the provisions of VII.1. shall prevail.

VIII. To whom and in what cases are we required to disclose personal data?

We may be requested to disclose personal data we process to authorities upon request. Our company cannot be held liable for any such transfer or any resulting consequences. We will always inform you about the transfer.

IX. What are the responsibilities with regard to the personal data you provide?

When you provide us your personal data, you are responsible for ensuring that the information and contributions you make are true and correct.

We ask you to provide us third-party data only if specifically authorized to do so by the third party. Our company assumes no liability for any resulting claims.

If a third-party objects the processing of personal data by credibly verifying his / her identity, we will immediately delete third-party data without notifying you. Please only provide third-party personal data only if you have informed the third party of the availability of this Policy.

Please do not provide any additional personal data other than the ones requested by the Service Provider under Section III. above. Should you provide any additional personal data to which was requested, then the Service Provider immediately makes them unrecognizable and irrevocably deletes them. Furthermore, the Service Provider excludes all liability for unsolicited personal data which was provided without the Service Provider's request.

X. Management of Personal data breach

Any personal data breach that may occur will be reported to the supervisory authority within 72 hours from becoming known to us in accordance with the law, and we will also maintain records of any breach that may occur. In the cases specified by law, we also inform the Employees concerned.

XI. Data Protection Officer (DPO)

Pursuant to Article 37 of the GDPR appointment of a DPO is mandatory if:

- a) the processing is carried out by a public authority or body, except for courts acting in their judicial capacity;
- b) the core activities of the controller or the processor consist of processing operations which, by virtue of their nature, their scope and/or their purposes, require regular and systematic monitoring of data subjects on a large scale; or
- c) the core activities of the controller or the processor consist of processing on a large scale of special categories of data pursuant to Article 9 and personal data relating to criminal convictions and offenses referred to in Article 10.

With respect to that, the Service Provider is not subject to any of the clauses above and because there is no other compelling reason to appoint a DPO we are not appointing anyone for this position.

XII. Amendment of the Privacy Policy

If the scope of the processed data, the legal ground of the processing or other circumstances change, this Policy will be amended and published in accordance with the provisions of the GDPR within 30 days from the amendment. Please be sure to read the Privacy Policy changes carefully as they contain important information about the processing of your personal data.

XV. Whom can you turn to for information in connection with your personal data or to exercise your rights against?

Contact us with your questions related to personal data processing and the rights related thereto at research@uxstudioteam.com

The data subject is entitled to exercise his / her rights related to the processing of personal data against the Service Provider as a controller. If the subject wishes to exercise his / her rights, he/she must notify the Service Provider first.

If you feel that your rights have been violated you may make a complaint at the National Authority for Privacy and Freedom of Information:

Name: **National Authority for Privacy and Freedom of Information**

Address: **1125 Budapest, Szilágyi Erzsébet fasor 22 / C., Hungary**

Mailing address: **1530 Budapest, PO box: 5., Hungary**

Phone: **+36 1 391 1400**

E-mail: ugyfelszolgalat@naih.hu

Website: <http://www.naih.hu>

By signing this document you declare that you have read and agree with the terms of this Privacy Policy:

NAME:

DATE:

SIGNATURE: