

Privacy Notice

How We Use Your Information

This privacy notice tells you what to expect when iGillottResearch, Inc. (iGR) collects personal information. It applies to information we collect about:

Visitors to Our Web Sites

When someone visits www.iGR-inc.com we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our web site. If we do want to collect personally identifiable information through our web site, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Use of Cookies by iGR

You can read more about how we use cookies on our Cookies page:

<https://igr-inc.com/policies/cookies/>

E-newsletter

We use a third-party provider, 'Vertical Response' to deliver our occasional e-newsletters. We gather statistics around email opening and clicks using industry standard technologies including clear gifs to help us monitor and improve our e-newsletter. These can vary from time to time and so in order to obtain up-to-date information on each e-newsletter, please contact us at info@igr-inc.com

People Who Contact Us via Social Media

We use the supplier standard interfaces to manage our social media interactions.

If you send us a private or direct message via social media the message will be stored by us, using these standard applications, which may change from time to time and at the discretion of the platform provider.

People Who Call Us

When you call us, we record the time and inbound telephone number; we never record the content of the conversation.

People Who Email Us

Where available, we use Transport Layer Security (TLS) to encrypt and protect email traffic. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

When emailing us, you should consider that we may retain that email and content, including file attachments, in perpetuity or for as long as we deem necessary to conduct lawful business relations with you.

People Who Make A Complaint to Us

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, and these are periodically reviewed by senior management team members, so that we can look to continuously improve upon our services.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

Our Service

Our primary services are the supply and provisioning of market research and consulting services for the wireless and mobile industry.

As a user of our services you should also expect that we will keep, process and secure your personal and commercial information, using appropriate technical means. This will include the periodic review of information that you have supplied to us, to enforce continued accuracy and accountability, periodic privacy notices with regards to the suppliers that we use to provide for our service ('our suppliers'), updates to security protocols, and all practical and generally accepted good business and housekeeping processes.

Our Suppliers

Our hosting services are provided and supported by Graphite Design Ltd with whom we hold commercial agreements for the supply of services that support the services we offer our customers.

We utilize specialist payroll services that are managed and administered by Intuit and we store this information in a computerized personnel and time recording system.

We process credit card payments via Intuit and Worldpay. When these services are used, we are notified of the transaction but we do not collect or record the credit card information.

Geographical Operations

Whilst the majority of our data storage and data management takes place within the USA and UK or EEA community, we manage disaster recovery and contingency services by utilising some storage services outside of this geographical limit. The storage services used are held in AES-256 encrypted form, with Graphite Design's storage providers (Jungledisk.com) having no ability to access or reverse engineer the data holding in order to provide for a readable set of data.

Job Applicants, Current and Former Employees

All of the information you provide during the recruitment process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary. The information we ask for is used to assess your suitability for employment. You don't have to provide what we ask for, but it might affect your application if you don't.

We might ask you to participate in assessment days, complete tests or occupational personality profile questionnaires, and/or to attend an interview – or a combination of these. Information will be generated by you and by us. For example, you might complete a written test, or we might take interview notes. This information will be held by iGR.

If you are unsuccessful following assessment for the position you have applied for, we will remove your details from our system. If you should like to reapply for any positions in the future, you will be asked to reapply and resubmit your details.

For the purposes of temporary employment positions, we will obtain, store and process your personal information in a respectful manner.

If we make a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the USA and seek assurance as to their trustworthiness, integrity and reliability.

You will therefore be required to provide:

- Proof of your identity – you will be asked to attend our office with original documents, we will take copies.
- Proof of your qualifications – you will be asked to attend our office with original documents, we will take copies.
- You will be asked to complete a criminal records declaration to declare any unspent convictions.

We will contact your referees, using the details you provide in your application, directly to obtain references.

Our Code of Conduct requires all staff to declare if they have any potential conflicts of interest. If you complete a declaration, the information will be held on your personnel file.

Complaints or Queries

iGR tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of iGR's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you can contact us at info@igr-inc.com.

Access to Personal Information

iGR tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998 and GDPR legislation. If we do hold information about you, we will:

- Give you a description of it.
- Tell you why we are holding it.
- Tell you who it could be disclosed to.
- Let you have a copy of the information in an intelligible form.

To make a request to us, for any personal information we may hold you need to put the request in writing addressing it to our Data Controller: info@igr-inc.com or by writing to us at:

iGR
12400 W. Hwy 71,
Suite 350 PMB 341
Austin TX 78738
USA

Disclosure of Personal Information

In many circumstances we will not disclose personal data without consent, however when we investigate a complaint, for example, we will need to share personal information with the organization concerned and with other relevant bodies.

This privacy notice does not cover the links within our web site linking to other web sites. We encourage you to read the privacy statements on the other web sites you visit.

Changes to This Privacy Notice

We keep our privacy notice under regular review. This privacy notice was last updated on May 24th, 2018.

How to Contact Us

If you want to request information about our privacy policy, you can email us at info@igr-inc.com or write to us at:

**iGR
12400 W. Hwy 71,
Suite 350 PMB 341
Austin TX 78738
USA**