

Privacy Policy

1. Introduction

This privacy notice discloses the privacy practices for Research Collaborative and its website, <https://www.researchcollaborative.com>.

Research Collaborative is a market research consultancy located in Cohasset, Massachusetts. Through the course of our work, we conduct quantitative & qualitative surveys, interviews and focus groups -- by telephone, online and in person.

Your privacy is important to us. We are committed to protecting the privacy of our key stakeholders: our clients and participants in our research studies.

2. Protecting Our Clients & Potential Clients

All information we receive from our clients and potential clients is kept strictly confidential and only used to help us fulfill our obligations to them.

We only have access to/collect information that clients and potential clients voluntarily give us. We will not share the information with any third party outside of our organization, other than as necessary to fulfill a request.

We take every precaution to keep client information secure, electronically and otherwise. We limit access to only those required to use the information, and prevent the misuse and unauthorized disclosure of it by our vendor/partners by ensuring all parties sign Non-Disclosure Agreements (NDAs).

3. Protecting Our Research Participants

As part of our research process, Research Collaborative may have access to and/or gather data from individuals who are being contacted for research purposes or who have agreed to participate in a study. The personal information collected is used for market research purposes only and will not be used by us, or any other associated party, for any other purpose.

Clients may provide us with lists containing personal information (e.g., name, phone number, email address). This information is used to contact potential participants for voluntary research studies.

We collect data from participants using questionnaires, interviews, focus groups, or online discussion groups with consumers and business professionals. Participation in the research is always voluntary and respondents have the option to discontinue at any time.

On some occasions, Research Collaborative may disclose personal information to third party vendors/partners who are helping us conduct projects on behalf of clients. These include: data collection firms, recruiters, focus group facilities, statisticians, transcriptionists and translators. Any vendor/partner engaged by Research Collaborative is required to adhere with this privacy policy.

4. What Data We Collect and How We Use It

Contact information includes information such as first and last name, mailing address, email address and telephone number. This information is used to allow Research Collaborative and/or our vendor/partners to contact potential research participants in relation to a specific project.

Self-reported data is provided by research participants through answers to questions (e.g., via survey responses, interviews, focus groups etc.). This data is typically reported in aggregate, whether as a report of findings or in data tabulations. In some instances, a client may request a copy of a dataset or specific interview responses (e.g., transcripts or audio files); in this case, we remove all contact information from those files before issuing to client. In cases where a participant's identity cannot be concealed, information would not be shared without express permission from said respondent.

5. How We Secure Your Information

Research Collaborative will secure and protect personally-identifiable information with a reasonable and appropriate degree of care, including safekeeping information when it is stored as well as in transit. Access to such data is limited to the smallest number of authorized individuals.

Our vendor/partners are required to provide at least the same level of privacy protection as we provide, including that any personal information (including contact information and self-reported data) may only be used for that specific research project.

6. How Long We Retain Your Information

Personally-identifiable information is retained for as long as required to ensure a project is completed and closed. We aim to remove contact information (e.g., lists for recruiting) within 3 months of completion of a project. When it is deemed no longer required, electronic and (if applicable) hard copies of personal data are destroyed safely and securely.

7. Website Visitors & Other Issues

This website (<https://researchcollaborative.com>) does not collect any sensitive information. However, if in the future we find it necessary to add this type of functionality, wherever we collect sensitive information, that information will be encrypted and transmitted to us in a secure way. You will be able to verify this by looking for a green lock icon at the top of your web browser, or looking for “https” at the beginning of the address of the web page.

8. If You Have Concerns...

If you are concerned about our use of personal information, please contact us. pstaman@researchcollaborative.com 781.383.3343.