
InsiderFocus Minimum Internet Browser and System Requirements

InsiderFocus utilises the latest technology for the interactive features. So you may need to upgrade your internet browser, to the following.

Internet Explorer: version 9 or above. IE 10 and above is preferred.

Chrome: version 19.x or above

Firefox: version 21.0 or above

Safari: version 5.1.x or above

Android: version 4.1.1 or above with the default Chrome browser

iOS: version 6.x or above with the default Safari browser

InsiderFocus Participant Privacy Statement and Terms&Conditions

We want you to enjoy your participation in this discussion Session. So please review these Terms&Conditions, for your peace of mind. If you have any queries on any of these points, please contact your Session Facilitator.



Sponsor-Company

Usually you will be advised upfront which company has sponsored this Session. Otherwise, it will be towards the end of the Session, for a particular reason, such as wanting your opinion uninfluenced by knowing the Sponsor-Company. They are not selling anything to you. Their sole purpose is to learn new ideas and insights from your conversations, to help them to improve their products or services, and have signed an agreement to this effect.



Your Privacy

In the Session you will only be identified by your first name. This means that when the conversations are reviewed later on by the Sponsor-Company, you will not be personally identifiable. Your full name and contact details are for the Facilitator's administration purposes only.

Participants will not be able to exchange Personal Messages. All of your Message-Posts during conversations will be seen by all other Participants. The other Participants will not know your full name&contact details.

While logged on to a Session, you will be able to send direct, private Personal Messages to the Facilitator, unseen by other Participants, for any queries or concerns about the Session.



Sponsor-Company Observers

During the Session there may be invited Sponsor-Company Observers viewing the activity. They will not be taking part in conversations, or be able to exchange Personal Messages with you. They will only see your Avatar and first name, and have no access to your full name&contact details. This is an opportunity for your honest opinions to be heard by decision-makers, so they can improve their product or service, directly as a result of your feedback.



Your Information Protection

The Company-Sponsor of this Session is the sole (Intellectual Property) owner of the ideas and information created and collected during the setting up of the Session, and during the conversations. At the close of the Session all posts and Whiteboard activities will be exported in a PDF file to the Facilitator

The Sponsor-Company has signed an agreement with **InsiderFocus** not to sell or rent this information to other companies, or to use it in ways other than that disclosed in these Terms&Conditions. The ideas and information (but not your full identity/contact) maybe shared with the Company's partners for the sole purpose of improving the Company's products or services.

The Session Replay will be stored solely on the InsiderFocus system for an average of 3 months after the Session and will only be accessible to Sponsor-Company staff members with a valid **InsiderFocus** access code. The information will then securely archived by InsiderFocus for a further 6 months before being deleted.



No Spam

Your participation in this Session will not result in you receiving unwanted email, SMS texts or other forms of contact for the purposes of selling you something and/or soliciting for your subscription to marketing communications. The Facilitator may follow-up your participation by clarifying an interesting comment from you, or advise you of product or service improvements made as a result of the conversations in the Session, or invite you to another Session.



SMS/Email Alerts

To keep the Session and Topics moving along and interesting for all Participants, the Facilitator may send you SMS and email Alerts of new Topics and other important messages. These will be kept to the minimum required for the efficient running of the Session. If you do not wish to receive Alerts please advise the Facilitator by Personal Message.



Your Participation Choice

At any time during the Session you can choose to opt-out by a Personal Message to the Facilitator, and your name and contact details deleted from the Session database. At the end of the Session you will have the opportunity to decline participation in any future Sessions. If you want to opt-out of the Sponsor-Company's database, such as a brand community and/or mailing list, you will need to contact the Sponsor-Company directly and unsubscribe separately.



Updating Your Personal Information

You can update or correct your identity and contact details at any time, by going to **Update Your Profile** in the **Green Room** entry point. This will help ensure your Gift is promptly delivered at the close of the Session.



Gift for Participation

If you have been offered a Gift as thanks for your time and input into the Session, please note these conditions.

In return for the Gift, we ask that you please participate in every conversation Topic, during the Session. This is to ensure that we're able to gather many useful ideas and insights from your conversations

If due to circumstances beyond your control you are delayed from participation, or cannot complete the Session, please advise the Facilitator by Personal Message.

The Facilitator reserves the right to decide on your entitlement to the Gift, due to low or non-participation. This is out of fairness to those who fully participate in all or most conversation Topics. All fair and reasonable consideration will be given to your circumstances.

If, for any reason, you are uncomfortable giving an answer to a particular Topic and/or question please advise the Facilitator by Personal Message.

Gift delivery to you is the sole responsibility of the Sponsor-Company, as soon as practicable at the close of the Session. If you have any queries about the delivery, please contact the Facilitator on their email, as listed on your invitation email.



Your Protection from Inappropriate, Offensive or Abusive Comments

The Session is designed to be a positive and entertaining experience, while you provide your fair and honest opinions. The Facilitator reserves the right to immediately delete any inappropriate, disrespectful, offensive or abusive comments made by a Participant. These may include, but not be limited to, comments of a sexual, ethnic, political or religious nature, swear words, and comments directed at another Participant. The Facilitator will send a Personal Message to the Participant concerned, to advise the action taken, and to affirm their positive continuation of the conversation Topic.

An offensive comment assessed by the Facilitator as being of a serious nature and/or repeated offensive comments, will result in the Facilitator immediately terminating that person's further participation, with no entitlement to the Gift. No correspondence will be entered into by the Facilitator other than advice of the termination and reasons for the action.

If you feel an offensive comment has been made, **please do not post a reply to the group**, but instead make immediate contact with the Facilitator by Personal Message or Email or SMS or Phone (as listed on your invitation email). This is to ensure that a negative situation is not amplified beyond the original comment.

All of the above in this section also applies to any multi-media items contributed by Participants as part of a conversation, such as video, audio, images and web-pages, and to drawings on the Whiteboard.



Child/Young Person Protection Compliance

InsiderFocus is designed for international use. Different countries have differing definitions of the ages when children/young people must have parental permission to participate in a consumer-conversation Session. The Facilitator has endeavoured to verify in good faith that all Participants in this Session comply with the relevant Child/Young Person regulations in the country or territory of origin of this Session. This can also apply to Child/Young Person discussions about social issues or "sensitive" products such as health, alcohol and tobacco. If you have any queries about this please contact the Facilitator for clarification.