



PRIVACY POLICY

Effective Date : 20th September
2023

I. THE BASICS

We at SurveySparrow Inc., and its affiliates/subsidiaries (collectively "SurveySparrow", "we", "us" and "ours") are committed to protect your privacy and ensure your Personal Information transfer is transparent and fairer.

1. Introduction

This Privacy Policy forms an integral part of our **Terms of Services**. We recommend that you read this Privacy Policy in full to understand how we handle your Personal Information and ensure that you are informed of our privacy practices. We may, at our sole discretion update, alter or change this Privacy Policy to meet and reflect the changing legal, regulatory and operational requirements. While we notify you of any material change in this version of policy via email, we encourage you to review this page periodically to know the latest update on our privacy practices. If you do not wish to accept any of the changes updated in this policy please discontinue use of the Services and/or our website. Please note that your continued use of the Service(s) following any modification or change to this Privacy Policy constitutes your acceptance of the amendments to this Privacy Policy.

2. Scope of the Privacy Policy

This Privacy Policy specifies the types of Personal Information SurveySparrow Inc., obtains through the SurveySparrow.com website, our product, and services offered by us, how we may use that Personal Information, with whom we may share it and how you may exercise your rights relating to our processing of that data. The Privacy Policy additionally describes the measures we take to secure your Personal Information and how you can contact us to learn more about our privacy practices. It covers instances when you contact us, browse our website, use our Services and products and interact with us otherwise. This Privacy Policy applies to all the products, services, websites and apps offered by SurveySparrow Inc., and its affiliates/partners, except where otherwise specified.

By accessing or browsing our website and using our Services or responding to surveys, polls, questionnaires etc. sent by our customers, You confirm that You have read, understood and agree to this Privacy Policy in its entirety. If you do not agree with the practices described in this Privacy Policy, You should not use our website or Services.

References to "data" in this Privacy Policy relates to whatever data you collect using our services, including the responses you receive from your surveys and the data you enter into our application in

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the form of email IDs and CSV files containing information of people to whom you send the surveys. We only process your data and at any and all times, the data belongs to you and you alone.

For the sake of clarity, this Privacy Policy is applicable to three categories namely (1) Users; (2) Respondents; (3) Subscribers/Visitors.

3. Definition

Capitalized terms used in this Privacy Policy but not defined herein shall have the same meaning as defined in the Terms of Service. For the purposes of this Privacy Policy, following definitions and rules of interpretation shall apply:

"Personal Information" means any information that can be used to identify, locate, or contact an individual directly or indirectly which is obtained from or provided by You through the use of website and/or Services.

"User" has the meaning given to it in the [Terms of Service](#) located at our website.

"Respondent" means and includes an individual(s) who receives or responds to surveys sent by the Users or otherwise interacts with the Users through our Services.

"Subscriber" means and includes anyone who subscribes to our email notifications, newsletters, marketing campaigns etc.

"Visitor" means and includes anyone who visits and/or uses or otherwise interacts with the SurveySparrow website.

"Service" has the meaning given to it in the Terms of Service located at our website.

"You" and **"Your"** means, depending on the context, either a User, Respondent, Subscriber/Visitor or all.

4. Source of Collection of Information

We may collect, process and use information about You when You

- a. Register for our Services
- b. Interact with our Services



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- c. Install and/or access our Services through our application(s), including our mobile application and browser extension
- d. Connect to our Services through third parties, including social media accounts, email accounts and business partners.
- e. Contact us for any support
- f. Respond to Survey or poll sent by our Users

We collect certain information about You when You submit or provide it to us directly. When You interact with our Services online, website or through our mobile applications, we also automatically collect information about You and Your use of the Services through the use of log processes, cookies and other similar tracking technologies. Certain other information is collected about you from third parties, such as when you connect through a third party service or business partner site.

II. WHO THIS PRIVACY POLICY APPLIES TO

This Privacy Policy applies to three categories, namely Users, Survey Respondents, Subscribers and Visitors.

1. Users

For the purpose of this Section "You" and "Your" applies to Users.

1.1 What do we collect from you?

Registration information

When You register an account on surveysparrow.com, we collect Your Personal Information including email address, other contact details, IP, location, device, OS information and certain other information reasonably necessary to help You create an account pursuant to our provision of Services.



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Billing information

When You make a payment on www.surveysparrow.com in Your preferred payment method, You're required to provide billing details, such as name, billing address, and financial information (like credit card details).

Credit card processing is handled by an intermediary service provider, Stripe on our behalf who collects Your credit card information to process Your payment to us. We do not store any such information pertaining to Your credit card. This third party intermediary shall not use or retain billing information for any purpose other than that is permitted for processing the payment and related legitimate interests. By providing such information You represent and warrant that You are the owner of such Personal Information or otherwise have requisite consent to provide it to us.

Usage information and Account settings

Whenever You use our websites and Services we may collect usage information about You like the webpages You visited, language preferences etc. You can set preferences on the account settings page regarding your default language, timezone and branding preferences.

Address book information

You can import email addresses into the audience and make use of it to invite people to take part of Your surveys. We don't use the email addresses You have stored for our own purposes.

Other information

We collect information from You through testimonials, case studies, forms or information You intentionally share with us in other contexts.

Note: We don't share or abuse your respondents' email addresses. SurveySparrow will not email your survey respondents or subscribers in your list except at your direction. We don't sell or share the email addresses in your list to any third parties.

User Details

User details such as IP, location, device information and browser information and its activities will be tracked when a user is interacting with our application. We also track referral information. Meaning, we



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also track how the user landed into SurveySparrow. When a user interacts with our application, details such as IP, location, device information, browser information and user activities is tracked.

Event Logs

A log of all requests generated by the User is maintained to debug in case of any emergencies. This includes User information such as IP, location, OS information, browser, device type and the time which the User interacted with the platform. These log files are encrypted and rotated frequently.

Information we collect from Third-parties

SurveySparrow Inc. may collect your Personal Information from third parties to whom You have given Your personal data sharing permissions.

Survey data

Your survey data (questions, responses and audience list) is stored with us. Your survey data is Yours. SurveySparrow Inc., grants you the admin role to collect and export the responses as you wish. We do not sell or use survey responses collected by You for our business requirements. This admin role also grants You the right to edit previously submitted data.

We safeguard survey respondents' email addresses and the email addresses collected by You. We don't use or sell the email addresses against our policy.

The security of Your Personal Information and data is important to us. We store them securely. We follow generally accepted standards to protect the Personal Information submitted to us, both during transmission and once it is received. If You have any questions

about the security of Your Personal Information, you can contact us at privacy@surveysparrow.com

Survey data is stored on servers located either in the United States or EU as specified by You. We will process Your survey data on Your behalf and under Your instructions.

1.2 When do we collect your Personal Information ?

We may collect Your Personal Information including but not limited to name, contact number, email id, credit card information and other related Personal Information (the details of which are mentioned above) necessary to provide the Services, when You register for SurveySparrow account or otherwise

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use our Services, browse our website or consult with our customer service team and for our legitimate interests as permitted under the relevant data protection laws.

1.3 Your Data Protection Rights

If you wish to exercise your rights under any applicable data protection law, including the EU General Data Protection Regulation (GDPR) or the California Consumer Privacy Act (CCPA) please contact us by email at privacy@surveysparrow.com

Subject to your applicable data protection laws, you may be entitled to any of the following rights:

1. Right to be informed of what Personal Information is being processed and the rationale for such processing.
2. Right to access, update, edit and delete Your information
3. Right to restrict and object to processing of Your information
4. Depending on Your subscription plan You have the right to export Your survey data from SurveySparrow account in a variety of available formats.
5. Right to complain to a data protection authority about our collection and use of Your personal information.
6. Right to complain to a data protection authority about our collection and use of Your Personal Information. However, before referring to your local supervisory authority, please attempt to resolve the issues directly with us amicably.

Contact details for data protection authorities in the EEA and UK are available [here](#) and Switzerland are available [here](#).

Note: You will be solely responsible to respond to requests raised by the respondents in exercise of their data protection rights.

2. Survey Respondents

For the purpose of this Section “You” and “Your” applies to Survey Respondents.

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Surveys are administered by our Users. They use our Services to collect Your information which may or may not include your Personal Information, which we do not access or use for any purposes other than that is required to provide the Services to our Users. We host the surveys on our website or app and We act as an intermediary platform for our Users to collect the responses that you submit to the survey creators. We only process such data provided by You to our Users and are limited for the performance of contractual obligations and Services to our Users. We will not be responsible for security and privacy practices of our Users which may differ from that is set forth in this Privacy Policy. The anonymity of Your responses depends on how the survey creator has configured the survey.

We don't sell, misuse or share your responses to third party advertisers or marketers. However, the policy might be different with the survey creator. So You're advised to check with them in this regard.

We will not contact You unless directed by our User in which case we will collect and use Your contact information like name, email address etc. as provided by our User

If You have any questions about a survey You are taking, please contact the sender of the survey directly, as SurveySparrow Inc. is not responsible for the content of that survey or Your responses to it.

2.1 What do we receive from you?

Contact Information

You might provide certain Personal Information like name, email id etc. with our Users when you opt to respond to survey requests. However We will not use your Personal Information to contact you unless our Users direct us to do so. If you choose to contact us directly we may use your Personal Information to communicate with you in response to your queries.

Internet and other Network Activity, such as Your browsing and search history and Your interactions with our sites and Services including -

- ❖ **Navigational information** like IP address, geographical location, browser type, device information, length of visit and pages viewed, URL's of the pages You visit, including those tracked by our browser extension; date and time stamps associated with such browsing, searches, and clicks



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- ❖ **Referral information** like the site/link or any place which led You to visit our website – for example, if You were on social media before clicking on a link to our website, we record information about the source that referred You to us.
- ❖ **Usage information.** Whenever You use our websites we may collect usage information about You like the webpages you visited, language preferences etc.

2.2 When do we collect your Personal Information ?

We will not collect Personal Information from You directly unless our Users instruct us otherwise or You interact with us. However we may automatically receive certain information when You opt to interact with us, browse our website and use our Services.

2.3 Your Data Protection Rights

We only act as a Processor who processes Your data on behalf of our Users. When You respond to a survey sent by our User through our Services, we recommend You to contact the relevant User for exercising any of the below mentioned rights. As we do not have control over your responses, we will not be responsible to respond to Your requests in relation to Your Personal Information.

If You wish to exercise Your rights under any applicable law, including the EU General Data Protection Regulation (GDPR) or the California Consumer Privacy Act (CCPA) please contact us by email at privacy@surveysparrow.com . If You contact us directly, we may either forward Your request to the relevant User or provide You with the identity of the respective User to enable You to contact them directly.

Subject to certain exceptions and limitations under your local law you may be entitled to exercise the following rights as against the relevant User :

1. Right to be informed of what Personal Information is being processed and the rationale for such processing.

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2. Right to access the Personal Information that is being processed. This also includes the right to request copies of Personal Information that is being processed.
3. Right to rectification of Personal Information that is being processed. This provides the respondent an opportunity to update or modify the Personal Information that is submitted to the Data Controller.
4. Right to withdraw the previously given consent to process Personal Information .
5. Right to restrict and object to processing of your Personal Information.
6. Right to erasure otherwise known as right to be forgotten.
7. Right to complain to a data protection authority about our collection and use of your Personal Information. However, before referring to your local supervisory authority, please attempt to resolve the issues with us amicably.

Contact details for data protection authorities in the EEA and UK are available [here](#) and Switzerland are available [here](#).

3. SUBSCRIBERS AND VISITORS

For the purpose of this section “You” or “Your” refer to Subscribers and Visitors

We may ask You to provide certain information when You register, sign up for our newsletter or use any features available on the website. We may collect and use Your navigational information like information about Your device and Your visits to the Websites such as Your IP address, geographical location, browser type, referral source, length of visit and pages viewed when You make a visit to our website. We will not use Your Personal Information for any purpose other than to communicate with You either in response to Your queries or when You provide us with Your email id, to send updates about our products, features and services unless You unsubscribe our Services. We will use such information to send email campaigns or any other mails related to our products, features and services.

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3.1 What do we collect from you?

- **Contact Information** - We may collect and use Your Personal Information like name, email address etc. that You provide to us voluntarily when You visit our website or subscribe to use any of our products, features and services, when You express an interest in obtaining information about us or otherwise contact us.
- **Analytics** - SurveySparrow Inc. may use Google Analytics to collect information regarding the behavior and demographics of visitors using our services. To prevent Google Analytics from processing Your data, please visit <https://tools.google.com/dlpage/gaoptout>
- **Navigational information** like IP address, geographical location, browser type, device information, length of visit and pages viewed, URL's of the pages You visit, including those tracked by our browser extension;
- **Referral information** like the site/link or any place which led You to visit our website - for example, if You were on social media before clicking on a link to our website, we record information about the source that referred You to us.
- **Information from third party sources** like social media platforms and data providers. This includes Your IP address or any information for which You have given permission to those third parties to share that information with us or where that information is publicly available either online or through Your device/browser data.

If You no longer wish to be contacted by Us please unsubscribe from our Services.

3.2 Your Data Protection Rights

If You wish to exercise Your rights under any applicable law, including the EU General Data Protection Regulation (GDPR) or the California Consumer Privacy Act (CCPA) please contact us by email at privacy@surveysparrow.com

Subject to certain exceptions and limitations under your local law You may be entitled to exercise the following rights:



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1. Right to be informed of what Personal Information is being processed and the rationale for such processing.
2. Right to access; correct; update; port; delete; restrict or object to our processing of your Personal Information.
3. Right to complain to a data protection authority about our collection and use of Your Personal Information. However, before referring to Your local supervisory authority, please attempt to resolve the issues with us in an amicable manner.

Contact details for data protection authorities in the EEA and UK are available [here](#) and Switzerland are available [here](#).

III. GENERAL INFORMATION

For the purpose of this Section “You” or “Your” refer to Users, Respondents, Subscribers and Visitors as applicable unless otherwise specifically mentioned.

1. Use of your information

We may use the information we collect from You when You register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use any site features. To the extent permitted by applicable law, We use your Personal Information that either we collected from or received through our Services in order to perform our contractual obligations, Services and other legitimate interests that are further detailed below:

- (i) Process Your registration with our Services in accordance with our legitimate interests to operate and administer our Service. This includes sending You emails, invoices, receipts, notices of delinquency, and alerting You if we need a different credit card number. We use third parties for secure credit card transaction processing, and those third parties collect billing information to process Your orders and credit card payments.



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- (ii) To communicate with You about Your account and provide customer support to perform our contract with You for the use of the Service or where we have not entered into a contract with You, in reliance on our legitimate interests in administering and supporting our Service.
- (iii) To enforce compliance with our Standard Terms of Service and applicable law, and to protect the rights and safety of our Users in reliance on our legitimate interest to protect against misuse or abuse of our Service and to pursue remedies available. If You use our Services in any way to carry out the prohibited, unlawful and fraudulent activities and the contents in it are reported as abuse by anyone including survey respondents we reserve the right to review Your Content, suspend the Service(s) and block Your account as deemed necessary.
- (iv) To personalize Your experience and to allow us to deliver the type of content and product offerings You are most interested in;
- (ii) To improve our website or services in order to better serve You;
- (iii) To allow us to better service You in response to Your customer service requests;
- (iv) To administer a contest, promotion, survey or other site feature;
- (v) To quickly process Your transactions;
- (vi) To ask for ratings and reviews of services or products;
- (vii) To follow up with them after correspondence (live chat, email or phone inquiries);
- (v) To investigate, prevent unauthorized access to the Websites and the Services, and other prohibited activities for ensuring compliance with our Terms of Service, applicable laws;
- (vi) To carry out other legitimate business purposes, as well as other lawful purposes;
- (vii) for other purposes for which we obtain Your consent

2. Who do we share your Personal Information with?

SurveySparrow Inc. will not share Your Personal Information without Your consent unless otherwise required by law. SurveySparrow Inc., as a Data Processor may process and disclose Personal Information to third party sub-processors for purposes consistent with the clauses mentioned in the



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DPA document. We may also share Your Personal Information with third party service providers for the purpose of delivering improved and better Services to you.

A detailed list of third parties where such information may be disclosed(if applicable) is provided in Annex III of our DPA document.

We engage third party service providers to provide complimentary services to us and in connection with this, these third party service providers may have access to Your information. For example, we may partner with other third party service providers to provide You customer support services, authentication services,, process payments, administer our promotions etc. These Service Providers may have access to Your information in facilitating and enhancing our Services to You and may only use for such limited purposes. We do not permit our third-party service providers to use such information that we share with them for their marketing purposes or for any other purpose than in connection with the services they provide to us.

Disclosure for legal purposes: We may also share the information we collect, including Personal Information, to the extent permitted by applicable law, (i) in response to subpoenas or other legal processes or if, in our good faith opinion such disclosure is required or permitted by law without a specific disclosure; (ii) at the request of governmental authorities conducting an investigation; (iii) to enforce our terms and conditions or other policies applicable to our Services etc.

3. Legal Basis for Processing Personal Information

The legal basis for collecting and processing Personal Information will depend on the type of Personal Information that we collect and the specific context in which we collect it. We will collect, use and/or process Your Personal Information only where such processing is in our legitimate interests, as permitted by law, and shall not be overridden by Your data protection interests, rights and freedoms. Our legitimate interests are described in the General Information Section under the heading "Use of Your Information".

If you have questions or need further information concerning the legal basis on which we collect and use your Personal Information, please contact us at privacy@surveysparrow.com

4. International Data Transfer

Currently we have our Data Centers located in the United States and European Union (EU). SurveySparrow Inc., may transfer Personal Information to the United States or EU for the performance of Our contractual obligations with You. SurveySparrow Inc., will follow the requirements of GDPR regardless of where such Personal Information is stored or processed. We will take all steps reasonably necessary



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to ensure that Your Information is treated securely and in accordance with this Policy. We will not transfer Your Personal Information without Your consent and ensure to have appropriate safeguards in place.

For more information, please refer to our DPA document, section International Transfer of Data.

5. Retention of Personal Information

SurveySparrow Inc., stores User data with reference to Your Service account. This may include Personal Information, survey data and other details that You enter into the app from time to time. We will retain Your Personal Information as long as you have an account with us in order to maintain and expand our relationship with You and in order to have proof and evidence concerning our relationship with you. Please note that except as required by applicable law or our specific agreements with you, we shall not have any obligation to retain your data for any particular period. Upon termination or expiry of your account, not exceeding 30 (thirty) days from the date of such expiration or termination, we will delete all Personal Information including any copies thereof. If it is a HIPAA enabled account we will immediately delete or destroy the PHI received, provided or processed pursuant to signing a BAA with You. In case, we are unable to delete Your Personal Information due to technical or other reasons, SurveySparrow Inc., will apply measures to ensure that Your Personal Information is blocked from any further processing until deletion is possible. This excludes the data that we are required to retain for legal and regulatory requirements.

6. Data Portability

Being the data owner, it is completely your call to decide on where & with whom your data must reside. You can use our standard data export functionality or API to export the data. In any event of this not working for you, We will help you to export your data

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7. Our EU Representative:

Under Article 27 of the GDPR , we have appointed an EU Representative to act as our data protection agent. Our nominated EU Representative is :

Instant EU GDPR Representative Ltd

Adam Brogden contact@gdprlocal.com

Tel + 353 15 549 700 /

EU Dublin Address

INSTANT EU GDPR REPRESENTATIVE LTD 69 Esker Woods Drive, Lucan Co. Dublin Ireland

8. Our UK Representative:

Under Article 27 of the GDPR , we have appointed a UK Representative to act as our data protection agent. Our nominated UK Representative is :

Instant UK GDPR Representative Ltd

Adam Brogden contact@gdprlocal.com

Tel + 441 772 217 800

GDPR Local Ltd 1st Floor Front Suite 27-29 North Street, Brighton England BN1 1EB

9. How we respond to Do Not Track Signals:

If you wish to prevent SurveySparrow Inc. from processing your data, you can enable the Do Not Track(DNT) signal in your browser settings. This will disable tracking whenever you visit our website.

10. Third-Party Websites

We do not sell, trade, or otherwise, transfer to outside parties your Personally Identifiable Information. This does not include website or service hosting partners and other parties who assist us in operating our website or services, conducting our business, or serving our users, so long as those parties agree to keep this information confidential. We may also release information when its release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property or safety.

11. Third-party links

Occasionally, at our discretion, we may include or offer third-party products or services on our website. These third-party sites have separate and independent privacy policies. We, therefore, have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

12. Google API Disclosure

SurveySparrow has introduced a feature that enables its users to link their Gmail accounts via OAuth with the SurveySparrow platform without any manual authentication using legacy methods. By integrating your Gmail with your SurveySparrow Account, SurveySparrow can synchronize with your personal data on Google, access information you've made available and view your email address. The connection will allow you to respond to your emails directly from our product and to delete them once they are fetched into our product. SurveySparrow's handling of data obtained from Google APIs is in strict compliance with the Google API Services User Data Policy, including its Limited Use clause.

13. Privacy Shield Compliance

The EU-U.S. and Swiss-U.S. Privacy Shield Frameworks were designed by the U.S. Department of Commerce, and the European Commission and Swiss Administration, respectively, to provide companies on both sides of the Atlantic with a mechanism to comply with data protection requirements when transferring personal data from the European Union and Switzerland to the United States in support of transatlantic commerce.

The historic judgment in Case C-311/18 Data Protection Commissioner v Facebook Ireland and Maximilian Schrems (Schrems II) on 16th July 2020 invalidated the EU-US Privacy Shield framework, a framework that allows unrestricted transfers of personal data from the EU to certified US-based organisations that have agreed to higher standards of data protection. Additionally, followed by the landmark Schrems II case on September 8, 2020, the Swiss Data Protection Authority announced that it no longer considers the Swiss-U.S. Privacy Shield adequate for the purposes of transfers of personal data from Switzerland to the U.S. However we undertake to contractually commit to transfer and process all of our Users' data in compliance with the Standard Contractual Clauses, which remain a valid data export mechanism and which automatically apply in accordance with our DPA.

14. COPPA (Children Online Privacy Protection Act)

When it comes to collection of personal information from children under the age of 13 years, the Children's Online Privacy Protection Act (COPPA) puts parents in control. The Federal Trade Commission,

United States' consumer protection agency, enforces the COPPA Rule, which spells out what operators of websites and online services must do to protect children's privacy and safety online.



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Do we let third-parties, including ad networks or plug-ins, collect PII from children under 13?

Our Services and website are not intended to target children under 13 years of age ("Minor"). Neither do we specifically market and allow Minors to register with us nor knowingly collect Personal Information from Minors. If you have reasons to believe that a Minor has accessed our website and/or has registered with us to create an account, please contact privacy@surveysparrow.com. We shall take reasonable efforts to terminate that account and delete the information.

We do not sell your Personal Information

The CCPA requires businesses to disclose whether they sell Personal Information. SurveySparrow does not sell your Personal Information. This means that we do not rent, disclose, release, transfer, make available or otherwise communicate that personal information to a third party for monetary or other valuable consideration.

15. Our Commitment to Data Privacy

SurveySparrow Inc. gives utmost importance to the data privacy of its customers. In compliance with the GDPR regulation, effective from May 25, 2018, SurveySparrow Inc., hereby confirms upon the data privacy, security & transparency commitment, the company offers to all its customers.

We have an up-to-date Data Processing Agreement in place that elucidates our approach towards GDPR. We acknowledge that the GDPR will help us adopt the highest operational standards and will thereby facilitate protecting customer data in the best way possible.

16. Our Approach

It is pretty straightforward. We strive for Transparency, Privacy, and Security. We are the facilitators who make data processing and management simple for you. You control and own your data!

17. Personal Privacy

Personal Privacy of customers data is absolute at SurveySparrow Inc. While we will process customer data, it is the customer on whom the power to edit, delete, retain or transfer any of such data, fully rests upon. You are entitled to exercise your data protection rights subject to your applicable data protection laws, to the extent we act as Controller and collect your Personal Information.

18. Transparency

Customers at any point in time can get in touch with us and conduct audits on their Personal Information . They can approach the Data Privacy Officer (DPO) by sending an email to privacy@surveysparrow.com and ask for any information pertaining to their account. If deemed necessary, customers can also verify their logs to confirm upon specific events related to their Personal Information .

19. Security

We promise to adopt utmost security standards so that your Personal Information does not get compromised at any point in time. We have tightened our IT infrastructure, data security platform & IT policies so as to offer our customers, enhanced end-to-end security.

20. Amendments to Privacy Policy

SurveySparrow Inc., reserves the right to make changes to this Privacy Policy from time to time. We will post the revised version on the website along with the effective date. In case there are any material changes in the way we collect/handle your information we will notify you about the policy changes via email, irrespective of whether you have opted-in or opted-out of our email notifications. However, your continued use of our Services would imply your consent to the amendment of our Privacy Policy. If you do not accept the terms of this Policy or any amendments made to it, you may choose to discontinue use of our website or Services.

21. Unsubscribe From Our Communications

If you want to unsubscribe from our marketing communications, you can do so by clicking on the "Unsubscribe" link provided at the bottom of the emails, updating your communication preferences, or by sending an email to support@surveysparrow.com

Please note that Customers cannot unsubscribe from transactional emails which relate to their account or the Subscription Service.

22. Unsubscribe from Our Customers' Communication

Our Customers are solely responsible for their marketing emails and any communications. Thus we cannot unsubscribe you from their communications. You can unsubscribe from our customers' marketing communications either by using the "Unsubscribe" link provided at the end of the emails, or by directly contacting them.

How To Contact Us?

If you have any questions regarding our privacy policy, feel free to send us an email at privacy@surveysparrow.com. We will revert to you within a maximum of 15 business days.