

**General terms and conditions of Bureau Fris B.V., CoC  
34229526, filed on the 4th of January 2022.**

**Bureau Fris facilitates market research and likes to think along with you. Thanks to years of experience and market knowledge, Bureau Fris is your partner for successful market research. We are always happy to offer advice regarding our different services, free of charge.**

All prices mentioned below are in Euros.

**1. General (applicable to all services provided by Bureau Fris)**

**A. Privacy**

Use of files provided by Bureau Fris for purposes other than market research is prohibited. This prohibition includes the storage of data for control purposes or the use of recordings for other purposes. Use of files by the client for internal analysis purposes in the context of the market research is permitted. In the event of abuse of this clause (on the part of you or your client), we are obliged to take legal action. In conjunction with ISO 20252, Bureau Fris clients (and end clients) must sign an NDA (Non-Disclosure Agreement) or processor agreement. Without NDA or processor agreement, Bureau Fris is unable to release files containing personal data. The client may retain the files for a maximum of 2 years.

I. In conjunction with ISO 20252, Bureau Fris retains primary data for at least 12 months and secondary data for at least 24 months on its servers.

If information from Bureau Fris is used differently than agreed,

i. e. in conflict with the general terms and conditions, agreements and/or GDPR, we will take the following steps:

- **If it concerns personal data, all parties involved will be informed.**
- **A complaint or data breach is then submitted to the Dutch Data Protection Authority.**
- **If Bureau Fris has suffered (financial and/or reputation) damage, legal steps are taken to recover the damage.**

B. Payments must be received within 21 days of the invoice date, with the invoice number specified in the payment order. All invoices are expressed in Euros. All payments must be made in Euros, via an official bank transfer. VAT is charged at the rate in effect on the date of the invoice.

**Dutch clients**

When the incentives that Bureau Fris has to advance exceed €1000, we invoice them 100% upfront.

**International clients**

International clients have to pay 50% of the total costs of the invoice upfront, before the start of the research. This mandatory payment of 50% is deducted from the final bill.

**C. Liability**

Bureau Fris cannot be held liable in the event of theft, loss or destruction of your property. Clients/visitors of Bureau Fris are responsible for taking proper care of their belongings, unless there is gross negligence or intent of Bureau Fris and/or its employees.

In cases involving damage and/or consequential damage, the liability of Bureau Fris is limited to the amount of the fee agreed upon for the project during which such damage occurred.

D. Bureau Fris communicates by telephone and email, but commitments are only entered into when explicitly confirmed by email.

## General terms and conditions of Bureau Fris with regard to recruitment of respondents

We are always happy to think along with you about the recruitment of respondents. We like to contribute our input early in the process to ensure that we achieve good results together. You can request recruitment advice from our recruitment and selection experts at any time, free of charge.

### 2. Recruitment from our own database.

#### E. Quotes

Prior to the start of every project, Bureau Fris draws up an offer after discussing the application, and sends the offer to you in a pdf. Our offer will remain in effect until 1 month after the date on which it is issued. The criteria discussed with you will be included in the offer. In cases involving changes to the criteria discussed in our original offer, our account manager will update the offer to reflect the changes and send it to you. The fee per respondent starts at €70.00 per person (Dutch general public). In cases involving other criteria or a more complex target group, the fee per respondent may be higher. When recruiting a high and frequent number of respondents, a scale discount is negotiable.

#### F. Project acceptance

A project is considered officially started/accepted by us only after receipt of a signed offer and a possible deposit, or issuance of written confirmation (via email) by one of our employees. We are unable to make any binding commitments by telephone.

G. We accept recruitment and selection projects definitively only after we have received a final briefing. We are unable to make any binding commitments based on provisional criteria.

#### H. Recruitment period for the project

The recruitment period for a project involving respondents from our own database is 2 weeks after receipt of the definitive screener (unless otherwise agreed in writing).

#### I. Project management fee, start-up costs, rush fee, incentives and fees per respondent

##### Project management fee

These costs are charged for every project. The starting fee is €100, though this fee may differ based on:

- A high degree of difficulty
- Longer duration of a project (e.g. an online community with a duration of 1 month)
- The management of the project when this takes more time than standard projects
- When providing respondents for research at an external location (i.e. a location that is not operated by Bureau Fris), we charge a start-up fee of €100.00 per project. We charge this fee because Bureau Fris takes extra time to ensure that respondents are properly informed regarding the research location.

##### Rush fee

This fee is charged when a project needs to be started urgently. It means that Bureau Fris has less than 5 workdays to start the project and recruit the respondents.

##### Incentives

Bureau Fris offers respondents a minimum incentive of €25.00 per hour. Incentives are paid into the respondents' bank account, or offered as a bol.com gift certificate, within two weeks of the research, at the latest. We charge a handling fee of 10% of the total sum to cover the cost of processing incentives. Incentives paid by the client must also be transferred to respondents within two weeks of the research.

##### Fee per respondent

Bureau Fris offers tailor-made recruitment, which is why we use a starting price per respondent. The minimum fee per respondent is €70.00. As indicated under 2.E.,

a scale discount is negotiable.

## Cancellations and changes with regard to recruitment

### J. Interim changes

If we have to cancel respondents as a result of changes in the criteria, we will charge the agreed price per respondent. For other changes we charge administration costs from €10.00 per person.

### K. Cancellation costs

If we have to cancel respondents due to cancellation of a project, we will charge the agreed price per respondent for any respondents we have already recruited. If we have to cancel respondents within 48 hours of the start of the research (at the request of the client), we will pay the respondents the full incentive. We will also charge the client the full amount of disbursed incentives.

### L. Respondents who do not meet recruitment criteria

The client is responsible for sending home respondents who do not meet the recruitment criteria. Bureau Fris is not present during the research to assess the respondent. In that context, we are unable to carry the costs of incentives paid to unsuitable respondents.

M. In cases in which a respondent meets the basic (demographic) recruitment criteria but does not meet other criteria and is allowed to complete the entire interview, we are unable to refund any incentives paid to the respondent. We may, however, be able to make an adjustment to the recruitment costs, after consultation.

N. If a respondent does not (fully) meet the predetermined criteria and the interview is terminated early, the incentive will not be paid to the respondent or charged to the client. Unless the client decides otherwise. If this is the case, the incentive will be charged to the client.

### O. Backup respondents

When Bureau Fris takes care of providing respondents, we are committed to use our best efforts. Bureau Fris advises to regularly schedule backup respondents. In case the client would like to have at least N=6 respondents in a group, Bureau Fris will advise the client to invite N=8, or possibly a floater in case of single interviews. If respondents do not show up, Bureau Fris will not charge the client for them. Should the client still wish to speak with these respondents and make a new appointment, and/or find new respondents who subsequently participate in the research, then they will be charged for them upon completion of the project. We work with people, and unfortunately people can become ill and/or have other obligations at the last minute. The client can mitigate this by scheduling backup participants. Of course, participants will receive a confirmation via email, a reminder by text message the day before and a follow-up call from Bureau Fris.

### P. Project postponement

If we have to cancel respondents as a result of postponing a project, we will have to charge the agreed price per respondent. If we can reschedule respondents to the new date, we will not charge the recruitment costs of this respondent again. However, we will charge administration costs from 10.00 per respondent. The new date will be discussed in advance and must be within the then current calendar year. If there is no new date, the project will be canceled within 1 month.

## Privacy, confidentiality clauses and legislation concerning recruitment

Q. Due to the GDPR (General Data Protection Regulation), which is effective from May 1st 2018<sup>3</sup> we communicate only the first names of our respondents. Bureau Fris is also prohibited from

sharing the email addresses, home addresses, telephone numbers, IBAN details or any other traceable personal data of our respondents with third parties without the explicit consent of the respondents. We handle the personal data of our respondents with great care. Specific personal data such as one's religion, beliefs, race, political affiliation, health and sexual preference, as well as personal data regarding membership of a trade union, criminal records and personal data about illegal or obtrusive behaviour in connection with a restraining order as a result of that behaviour are only processed with explicit consent of our respondents. If a client desires to receive traceable personal data in support of the research, we will charge an administrative fee (from €10.00 per person). In cases involving telephone interviews and online communities, this administration fee is already included in the recruitment fee. If a client does receive any respondents' personal data, that client has to sign a Processing agreement.

- R. Contacting respondents recruited by Bureau Fris before, during or after the research for inclusion in databases maintained by the client or by third parties, or for any other reason than the market research, is prohibited. All contact must be handled through Bureau Fris. In the event of abuse of this clause (on the part of you or your client), we are obliged to take legal action as it relates to data leaks. This is stipulated in the Bureau Fris Processing Agreement.

### 3. Recruitment from client lists.

**Paragraphs A through Q are also applicable to recruitment from client lists.**

Additionally:

**S. Start-up fee (test calling/start-up from client lists)**

On receipt of a client list of prospective respondents, we will start up the project and test the client list for a period of one day to determine its adequacy. We refer to this process as 'test calling'. We charge a start-up fee of €200.00 for the project start-up and test calling process. During this day, we make a preliminary determination of whether the required number of respondents can be recruited from the client list, in compliance with the recruitment criteria and project requirements.

- T. Within 2 workdays of completion of the test calling process, we provide our feedback on the adequacy of the client list and discuss the further course of the project with the client. The start-up fee is always charged to the client.

**U. Privacy**

In accordance with the privacy of the client lists, Bureau Fris can only return a list with anonymous indicators to the client. This list consists of the following indicators: interested, not interested, wrong number and left voicemail. In accordance with the privacy legislation, Bureau Fris is not allowed to indicate which respondents are not interested.

- V. When calling from client lists, we only have access to lists containing the required information (criteria). In accordance with ISO 20252, we can't use the list if it contains information other than the necessary information. We will immediately return these lists to the client and delete them from our mail server.

- W. When calling from client lists, we will always inform the respondent of the identity of the final client. The GDPR (General Data Protection Regulation) prohibits blind recruitment from client lists.

**X. Selection criteria**

When recruiting from client lists, we only use selection criteria that appear in the client list. In order to apply age as a selection criterion, for instance, the client list must include a column listing the age of the prospective respondents.

**Y. Fees**

We charge a start-up fee of €200.00 for all projects involving recruitment from client lists. The fee per respondent for these projects starts at €80.00 per person. This fee may be higher in cases involving recruitment of respondents who are not members of the Dutch general public.

- Z. In cases in which the number of suitable respondents that can be recruited from a client list is inadequate (due to varying reasons), but the client requests that we continue calling, we will charge the hourly rate for calling from lists (€71.00), after consultation. We will also charge any assigned respondents at a rate agreed upon in advance.

**AA. Project acceptance**

If the test calling process reveals that the client list is inadequate for recruitment purposes, we only charge the start-up fee. If any respondent is recruited during the test calling process, we will charge the fee for this respondent according to the agreed rate.

**AA. Recruitment period**

The recruitment period for projects based on recruitment from client lists is 3 weeks from receipt of the client list.

## **General terms and conditions regarding facility and other services**

### **Bureau Fris Facility**

#### **1. Definitive bookings or options (1<sup>st</sup> or 2<sup>nd</sup> option)**

At Bureau Fris, it's always possible for clients to take an option on the booking of a room. In cases involving a 1<sup>st</sup> option on the booking of a room, the option remains in effect until the client definitively books the room or another client requests a definitive booking for the same day. In such cases, we contact the client with the 1<sup>st</sup> option by telephone. This client then has preference, and has the opportunity to turn the option into a definitive booking, with a maximum of 8 hours to decide.

If no other options are scheduled for the room the client wishes to reserve, the client automatically receives a 1<sup>st</sup> option on that room. You will receive a written confirmation of this option.

Do you want to take an option on a booking while another client already has the 1<sup>st</sup> option on that same day? You will automatically receive a 2<sup>nd</sup> option (if desired).

In case you have a 2<sup>nd</sup> option and decide to make a definitive booking, we will immediately contact the client with the 1<sup>st</sup> option, allowing him to finalize his booking, and you will receive a definitive answer within 1 workday. In addition, we always look for other solutions.

### **Booking a room**

Bookings are considered definitive as soon as the client has confirmed the reservation with one of our employees by e-mail or has received confirmation from one of our employees. Until then, the booking is considered an option.

#### **2. Cancellation of a room**

##### **Cancellation policy up to 2 weeks:**

Up to 2 weeks before the start of the research, the booking can be cancelled free of charge.

##### **Between 2 weeks and more than 5 workdays (6-10 workdays):**

In the event of cancellation of the booking less than 2 weeks, but more than 5 workdays before the

date on which the booking is scheduled, the client will be charged 75% of the room rental fee.

### **2-5 workdays:**

In the event of cancellation of the booking less than 5 workdays prior to the start date of the research, the client will be charged 100% of the room rental fee. If the booking is cancelled less than 4 days prior to the start date of the research, the client owes 100% of the room rent and 100% of the hourly rate for an interpreter, hostess and note taker.

### **Within 48 hours:**

In case of cancellation of the booking on the day itself or within 48 hours of the start date of the research, the client will be charged 100% of the room rental fee. In addition, the client will be charged 100% of the hourly rate for a hostess and note taker. If an interpreter, special equipment or sandwiches were ordered, the costs will be charged in full to the client.

All cancellations must be communicated in writing.

## **3. Confirmation of a booking**

To complete the booking process, we must receive confirmation by email from the client and a signed offer. The confirmation must contain full details regarding the research and the client's requirements.

## **4. Payments**

Payments must be made within 21 days of the invoice date, with the invoice number specified in the payment details. On invoices for a down payment, the payment term may differ.

## **5. Parts of the day**

When renting our research rooms at Bureau Fris we use a rate per part of the day, or per combination of multiple parts of the day.

The times applicable to partial day rentals:

Morning	08:00-12:00
Afternoon	12:00-17:30
Evening	17:30-00:00

In our offer, we specify the part or parts of the day during which the client is (expected to be) present, not the time during which the actual research takes place. In the following situation, for instance, the offer specifies a room rental fee for two half days:

The research starts at 17:30 and the customer is present at 16:00 to prepare. In this case, the client is charged for an afternoon + an evening because the space cannot be rented to another client that afternoon.

## **6. Provisions 2 to 5**

Provisions 2 to 5 may differ when renting an external location (Fris To Go).

## **Other services**

### **7. Host or hostess**

The host or hostess always starts 30 minutes before the arrival of the first client. Use of a host or hostess provided by the client is not permitted at Bureau Fris or Fris To Go venues. In respect of possible emergencies, the presence of a host or hostess provided by Bureau Fris is mandatory.

In cases in which a host or hostess is used at an external location, 100% of the travel costs are charged to the client, and travel time is charged at 100% of the hourly rate.

### **8. Note takers and minutes**

Note takers provided by Bureau Fris are present at the venue 30 minutes before the start of the research for a briefing with the client.

The breaks between groups/sessions are charged and they are specified in the offer.

After the close of a session, the note taker generally requires up to 30 minutes to complete the notes. The note taker's end time will be specified on the project invoice.

### **Note takers for online research**

If a note taker is used during online research to take notes in real-time, we will also charge the client for 15 minutes prior to the start and 15 minutes after the research has finished.

In cases in which a note taker is used at an external location, 100% of the travel costs are charged to the client, and travel time is charged at 100% of the hourly rate. The client must provide the note taker with a laptop at external locations.

Due to the GDPR (General Data Protection Regulation), the notes are stored in Bureau Fris's own cloud. The password to open the link is provided by telephone or text message. The notes are kept for 4 weeks and are subsequently destroyed. Before the notes are destroyed, one of our facility managers contacts the client. We will call you or send a text message to provide the password.

### **1. Recordings**

Due to the GDPR (General Data Protection Regulation), recordings will no longer be given on a USB stick, unless otherwise agreed. The recordings will be uploaded to the Bureau Fris cloud (or own cloud, no third party is involved) and we will provide you with a link. The password to open the link is provided by telephone or text message. The recordings are retained for 2 weeks and subsequently destroyed. Before the recordings are destroyed, one of our facility managers contacts the client.