

GENERAL TERMS AND CONDITIONS – BUREAU FRIS B.V.

Chamber of Commerce No. 34229526

Deposited: April 13, 2026

1. GENERAL PROVISIONS

Bureau Fris B.V. (“Bureau Fris”) facilitates market research services and acts as a professional partner in the design, recruitment, and execution of research projects. Bureau Fris may provide advisory services to clients at no additional cost.

All fees are stated in euros (€), exclusive of VAT unless stated otherwise.

2. SCOPE OF APPLICATION

These General Terms and Conditions apply to all services provided by Bureau Fris, including but not limited to recruitment and selection of respondents, facility services, and related ancillary services.

3. CONFIDENTIALITY, DATA PROTECTION AND USE OF MATERIALS

3.1 Research Materials

“Research Materials” shall mean all data collected or supplied in the course of services, including but not limited to audio and video recordings, transcripts, questionnaires, respondent lists, contact details, and related documentation.

All Research Materials provided by Bureau Fris shall be used exclusively for the agreed research project and for internal evaluation purposes. Any use beyond this purpose is strictly prohibited, including but not limited to reuse, publication, training, commercial exploitation, or disclosure to third parties.

Research Materials shall not be copied, stored, or shared externally without the prior written consent of Bureau Fris.

3.2 Personal Data and Data Processing

Bureau Fris shall process personal data in accordance with ISO 20252 standards and the General Data Protection Regulation (GDPR).

Identifiable personal data shall only be provided where a valid data processing agreement has been executed or where expressly agreed in writing within a signed quotation.

Where personal data is provided, the Client shall:

- use such data solely for the agreed purpose;
 - implement appropriate technical and organisational security measures;
 - delete all personal data within 14 days following project completion, unless otherwise agreed in writing.
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3.3 Retention

Bureau Fris retains:

- primary data (including recordings and original respondent data) for a minimum of 12 months;
- secondary data for a minimum of 24 months for quality assurance and audit purposes.

Thereafter, data shall be securely deleted or anonymised unless a longer retention period is required by law.

3.4 Breach and Misuse

In the event of unlawful use of data or breach of these Terms, Bureau Fris reserves the right to:

- report such breach to the Dutch Data Protection Authority pursuant to Articles 33 and 34 GDPR where applicable;
 - notify affected individuals where legally required;
 - recover all damages, including financial and reputational loss, through legal proceedings.
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4. PAYMENT TERMS

Invoices are payable within 21 days from the invoice date, referencing the invoice number. Payment shall be made by bank transfer only in euros (€).

Value Added Tax (VAT) shall be charged at the applicable statutory rate.

Advance Payments:

- **Domestic clients:** Where Bureau Fris advances incentives of €1,000 or more, full prepayment is required.
 - **International clients:** A 50% advance payment is required upon acceptance of quotation and shall be offset against the final invoice.
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5. LIABILITY April

Bureau Fris shall not be liable for loss, theft, or damage to property unless caused by intent or gross negligence.

Liability shall in all cases be limited to the value of the relevant quotation. Consequential or indirect damages, including loss of profit, business interruption, or reputational damage, are expressly excluded.

6. COMMUNICATIONS

All communications shall take place via email and/or telephone. Binding commitments shall only be valid when confirmed in writing by email.

7. RECRUITMENT SERVICES – GENERAL TERMS

Bureau Fris provides respondent recruitment services and supports clients in project design and execution.

8. QUOTATIONS AND CONTRACT FORMATION

All quotations are valid for 30 days from the date of issue and are based on the information provided at that time.

A project shall be deemed accepted only upon:

- receipt of a signed quotation, and/or
- written confirmation by email from an authorised representative of Bureau Fris, and
- where applicable, receipt of any advance payment.

Verbal agreements shall not be binding.

9. PROJECT EXECUTION

Recruitment timelines are indicative only. Standard recruitment time is approximately 2 weeks following receipt of final screening criteria, unless otherwise agreed in writing.

10. FEES AND CHARGES

Fees may include:

- project management fees (start-up costs);
- urgency surcharges for expedited projects;
- respondent incentives;
- handling fees (10% on incentive administration).

All fees are subject to variation depending on complexity, duration, and scope of services.

11. CANCELLATION AND AMENDMENTS

11.1 Changes

Where changes in project criteria require cancellation or replacement of respondents, the agreed per-respondent fee shall remain payable. Administrative fees from €25 per respondent may apply.

11.2 Cancellation

- Already recruited respondents shall be fully chargeable.
 - Cancellation within 48 hours prior to fieldwork results in full liability for incentive costs.
 - Where Bureau Fris is instructed to cancel respondents, full compensation shall remain payable.
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12. NON-CONFORMING RESPONDENTS

It is the Client's responsibility to terminate interviews immediately where a respondent does not meet criteria. Where participation continues, full incentive costs shall remain payable.

Where participation is terminated early due to non-qualification, incentives shall not be charged unless otherwise agreed.

13. NO-SHOWS AND RESERVES

No-shows shall not be charged unless replacements are arranged. Bureau Fris recommends the use of reserve respondents to mitigate risk of non-attendance.

14. POSTPONEMENT

Where a project is postponed and respondents must be rescheduled or cancelled, applicable respondent fees remain payable. Administrative fees between €25 and €35 per respondent may apply.

15. NON-SOLICITATION AND DATA PROTECTION

Respondents recruited by Bureau Fris may not be contacted directly by the Client outside the agreed research purpose.

Any breach shall constitute a serious violation, and Bureau Fris reserves the right to claim liquidated damages of €5,000 per day, without prejudice to further legal remedies.

16. CUSTOMER LIST RECRUITMENT

Additional conditions apply to recruitment using client-supplied databases, including:

- start-up testing fees;
 - anonymised reporting only;
 - strict data minimisation requirements;
 - disclosure of commissioning party;
 - restriction to available list variables only;
 - standard recruitment timelines of approximately 2 weeks.
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17. FACILITY SERVICES

17.1 Bookings

All room bookings are provisional until confirmed in writing. Options are held on a priority basis, with first-option rights granted accordingly.

17.2 Cancellation Terms

- 14 days: free cancellation
 - 6–10 working days: 75% charge
 - ≤5 working days: 100% charge
 - ≤48 hours: 100% charge including associated services (staff, equipment, catering)
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17.3 Payment

Payment terms are 21 days from invoice date.

17.4 Day Parts

- Morning: 08:00–12:00
- Afternoon: 12:00–17:30
- Evening: 17:30–23:00

Charges are based on booked availability, not solely on usage time.

18. ADDITIONAL SERVICES

18.1 Hosts

A Bureau Fris host is mandatory for all on-site projects. External host provision is not permitted.

18.2 Third Parties

Where Bureau Fris engages third-party professionals (including moderators and interpreters):

- such costs are fully chargeable to the Client;
- reserved hours are billable regardless of actual usage;
- cancellations outside agreed notice periods are fully chargeable.

The Client remains fully liable for all third-party costs.

19. RECORDINGS

All recordings are securely transferred via WeTransfer with password protection. Recordings are retained for 14 days following project completion and are subsequently permanently deleted.