

Conditions for Participation UM student panel

The UM student panel is an initiative of Maastricht University. The research panel is managed by Flycatcher Internet Research B.V., which also carries out surveys. With your registration for the panel, you (“the participant”) agree to take part in surveys. Invitations for surveys are sent by e-mail. Your registration for the UM student panel implies acceptance of the Conditions for Participation. The Conditions for Participation are available for inspection at all times at um-studentmonitor.flycatcher.eu/conditionsforparticipation.pdf.

Participation

Anyone studying at Maastricht University (UM) may join in the UM student panel. Participation is entirely voluntary. The only conditions that apply are that the participant must have Internet access, a valid e-mail address and be registered as a student at the UM. Persons may only register once as a participant of the UM student panel. Registration is done by entering - on the registration page - a valid e-mail address, which you want to use to receive invitations, as well as your UM student ID number and your UM e-mail address. The latter two data will only be used to verify whether you are indeed a student registered with the UM. For this purpose, the UM provides Flycatcher with an up-to-date file. After registration, you will receive an e-mail with a link to this page, where you enter some personal details, such as your name, address and date of birth. By entering your data, you finalise your participation in the UM student panel.

Notices relating to participation will be sent by e-mail to the e-mail address provided. In exceptional cases, notices will be sent by post.

All personal information provided at the time of registration must be complete and correct. All information provided during registration can be accessed by you on your personal page. This allows you to check whether everything is correct. Changes in the information provided can be made directly by adapting the details on your personal page. There are certain details that you cannot change yourself on your personal page, such as your date of birth. Such data may be changed by contacting our helpdesk through helpdesk@flycatcher.nl, who will help you further. We demand that every participant checks his or her personal data at least once a year and to update them to the current situation.

Participation in the UM student panel can be terminated by you at any time, with or without specifying a reason. You can terminate your participation through your personal page. Before deregistration, you should always first claim your outstanding rewards. After deregistration, any right to rewards will become null and void. If you are no longer registered as a student of the UM, you can no longer participate in the UM student panel. Participation also ends by the participant's death.

Flycatcher reserves the right, without prior notice, to terminate UM student panel membership at any time if incorrect and/or misleading information has been provided. Flycatcher may decide to deregister a participant if he or she, in spite of repeated invitations for surveys, has not taken part in any survey within the UM student panel for more than 1 year. Flycatcher also has the right to deregister any panel members who fail to update their personal data once a year. In the case of deregistration from the UM student panel, your right to outstanding rewards will become null and void.

Personal data

Flycatcher processes your personal data in accordance with its [Privacy and Cookie Statement](#). Please read the privacy statement, which explains how personal data are used.

Reward

By participating in surveys, panel members are usually able to collect points. Flycatcher informs participants whether and how many points can be earned by participating in a survey. Flycatcher always determines what reward is given and what the level of the reward is. Generally, more points are given if it takes longer to complete the survey.

Flycatcher reserves the right to send its panel members questionnaires that do not entitle members to earn points. This could be in case of a survey at Flycatcher's own initiative or a selection survey on the basis of which it is determined whether participants qualify for a follow-up survey.

The points themselves do not represent any pecuniary value and cannot be exchanged for cash. Once the balance of the points on your personal page has reached a certain level, the points may be exchanged for a reward (e.g. a gift voucher or a donation to a charity). Flycatcher may at any time, on the instruction of the UM and without prior notice, change the offer, or (temporarily) restrict or cancel the redeeming of your points. Flycatcher also reserves the right to change the

entire reward system on its own account because of compelling reasons. In the case of termination of the collection of points, Flycatcher shall enable the participants for a reasonable period of time to redeem the points collected.

All points collected by a panel member are personal points, and cannot be transferred to or combined with the points of other members. In the case of termination of participation, the balance of the points collected expires; you can no longer redeem your points on your personal page.

To send a reward by mail, we will use the postal address known at the time, which you supplied and updated on your personal page. You are responsible for the correctness of this address. Flycatcher's responsibility ends the moment when the gift voucher has been sent by Flycatcher. If you believe that errors have been made in the increase or decrease of your balance, you must report this to our helpdesk within 30 days after the day of the alleged error, through helpdesk@flycatcher.nl, adding an explanation. Flycatcher's electronic accounting system will serve as evidence. Flycatcher will then take a decision within 30 days and explain its reasons to you. This decision shall be binding both for the participant and for Flycatcher.

Survey results

As a participant of the UM student panel you do not automatically have a right to the results of the surveys in which you take part. Flycatcher will publish a summary of the results of surveys on its website if customers agree.

Abuse

Flycatcher stands for quality and expects the same from you as a panel participant. If Flycatcher believes that there has been abuse of the UM student panel, its surveys or its reward system, the participant will be excluded from further participation at Flycatcher's discretion. Any balance of points collected by the participant will immediately become null and void.

Rights

Any and all intellectual property rights with regard to the UM student panel shall remain exclusively with Flycatcher Internet Research B.V.. It is not allowed, without Flycatcher's prior written permission, to make use of any of the rights (including the name, the software used, the design and the visual imagery used). It is not allowed to transfer the questionnaires and surveys that Flycatcher submits to participants to any third parties without prior written permission. An exception is made if we explicitly ask you to forward an invitation to others.

Participants shall cooperate to transfer rights to ideas, concepts or visual material (pictures, videos, audio) to Flycatcher at the time when he/she discloses these in a survey. Participants accept that Flycatcher and/or its customers may use these without owing any compensation to participants.

Liability

Flycatcher shall not be liable for any faults that render its services (temporarily) unavailable or that result in incorrect or incomplete messages.

Flycatcher cannot guarantee that its services will be uninterrupted and of unlimited duration, nor free from any deficiencies or faults. Flycatcher cannot be held liable for any damage that a participant suffers as a result of participation in surveys, the reward system or other panel-related activities.

Codes of conduct

Flycatcher complies with the standards of ESOMAR and meets the requirements of MOA, Expertise Center for Marketing-Insights, Onderzoek & Analytics when carrying out surveys and protecting your personal data. We apply the 10 rules from the [Fair Data Privacy code](#). For other privacy-related issues, please refer to our [Privacy and Cookie Statement](#).

Changes

The conditions for participation may be changed by Flycatcher at any time. You will be informed of such changes through the um-studentmonitor.flycatcher.eu website. If you disagree with any change, you are free to terminate your participation. If you take part in the UM student panel after a change of the Conditions for Participation, we assume that you have agreed with the adaptation of the Conditions for Participation.

Disputes

Dutch law applies to your relationship with Flycatcher and you as a participant. Any disputes between the two parties may be submitted to the competent court in the Netherlands. Before taking the matter to court, the participant and Flycatcher will try to settle the matter by mutual agreement or to submit it to a relevant committee.

Comments or questions?

If you have any questions and/or comments after reading the Conditions, please contact our helpdesk at helpdesk@flycatcher.nl. For more information on Flycatcher Internet Research, we refer to our general website www.flycatcher.nl/en.

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