

Privacy Notice for Research Participants

Thank you for agreeing to participate in this research being conducted by Capital Com (collectively referred to as "we", "us", "our", "Capital.com"). Capital.com acts as a data controller with respect to your privacy. This Privacy Notice should be read in conjunction with our relevant data protection policies located on our website [Capital.com](https://capital.com). Depending on your location the data controller for your data is one of the following entities (collectively referred to as "we", "us", "our", "Capital.com") listed [here](#). You can reach out to us by using the contact details below for more information about the controller of your data.

This research will be used to help improve our products and services. Participation in the research is entirely voluntary, and you may withdraw from the research at any time without having to give any reason.

We will only use the personal information that you provide to us to improve our products and services and to contact you about taking part in future research. We rely on your consent as the legal basis for our processing of your personal information. **You may withdraw this consent at any time by writing to us at the email address below.**

We may collect and process the following personal data about you:

- video and audio recordings of the meeting session;
- screenshots and screen recordings of your device;
- feedback you provide to the researcher;
- internal notes made by the researcher during the session.

In order to best respond to your feedback and benefit from our research, we will be recording these sessions. You will also be informed explicitly at the beginning of each session that we are recording. You may revoke your consent to being recorded at any time during the meeting, and we will cease recording at that time.

We may quote you in internal reports and other research outputs, and we may show audio and video clips of the research to relevant staff.

To support our research activities, we may share your personal data with certain service providers working on our behalf, such as providers of video conferencing and recording software, user testing platform providers, file storage and research repository providers. We may alternatively share your data internally between the Capital.com group entities that have a role in conducting this research. We will implement appropriate safeguards to protect your personal data in transferring this information. We will not otherwise share your personal information with any third parties.

We will store your personal information securely for the duration of the research, and for so long as we reasonably require after that to implement the findings of the research and to use for reference purposes.

Relevant data protection and privacy laws, including the General Data Protection Regulation 2016/679 and the UK Data Protection Act 2018, give you the following rights under certain circumstances: right to erasure, right of access, right to rectification, right of restriction of processing, right to data portability and right to object to processing. You also have a right to complain to a competent supervisory authority. You can exercise these rights by contacting us at the email address below.

If you have any questions about the way in which we handle your personal information or you would like to withdraw your previously given consent, please contact us using the email address below.

Capital.com's data protection officer contact details: dpo@capital.com. Alternatively, you can contact us through support@capital.com who will direct you to the compliance department relevant to your jurisdiction.

By participating in the research you agree to the following:

Participation

- Capital.com has explained the purpose of the research to you.
- You have been given the opportunity to ask questions about the research.
- You agree to take part in the research.
- You agree with the research being audio and video recorded.
- You understand that taking part is voluntary. You can withdraw from the study at any time without having to give any reason.

Using your data

- You understand that Capital.com may use any personal information you provide to help improve their products and services.
- You understand that You may be quoted in internal reports without any attribution or credit.
- You agree that video and audio clips of the research may be shown to relevant staff at Capital.com.

Contacting you in future

- You agree that Capital.com may use your personal information to contact you by email or telephone about taking part in future research.

Your Capital.com Team

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