



September 2018

*Dear RedClive member,*

*Welcome to the September 2018 edition of the RED C Live Newsletter!!*

Last month, 335 RED C Live members reached the €50 threshold for payment and will be sent cheques shortly! The total rewards paid out for completing surveys now stands at €1,334,884.

## Important Updates

### Changes to Privacy Policy and Terms & Conditions

Your privacy and data security are extremely important to us which is why we want to let you know of the changes we have made to our Privacy Policy and Panel Member Terms and Conditions. These changes have been made to ensure you are in control of what happens to your data. You can view our updated policies by clicking the links below or visiting our website.

To view our Privacy Policy, please click [here](#). To view our Panel Member Terms and Conditions, please click [here](#).

### Unsubscribe link

Here onwards, all survey invites will have the facility through which members can unsubscribe without having to log into their account. This link will be at the bottom of each survey invite. However, we would like to remind our members that once you unsubscribe, you forfeit any points you may have accumulated in your account and we are unable to address any issues associated with the account. Please note your personal details are deleted from our system when you unsubscribe.

*Best Wishes*

*The RED C Live Team*

## FAQ's

### Logged out of a Survey

Please remember that you can now log back into a survey if you are unable to complete it in one sitting, or if you are logged out due to a technical fault or a server error. We hope this will improve your experience of RedClive. If you are logged out, please wait for at least 15-20 minutes before you attempt to log back in.

### Quality Control

We would like to remind you that our reputation as a leading market research company is based on the accuracy and validity of the data we provide to our clients.

To ensure members do not complete surveys hurriedly or provide incorrect information, a series of check questions are included at intervals. These inbuilt quality control questions appear on every survey and are administered to everyone equally. Answers provided by members who failed the Quality Control check are not included in the survey results.

We appreciate that this can be frustrating when a genuine mistake is made, however, we are unable to make exceptions to the mechanisms and allow members to go back and change their answers, so please take extra care to avoid being screened out of surveys.

### Reporting issues with surveys

If you encounter an error or a problem when taking part in a survey, such as the screen freezing or otherwise, **please forward us the original survey invite, along with a screen shot of the error**, where applicable, to [info@redclive.ie](mailto:info@redclive.ie)