At M3 Global Research, we take data protection seriously. The General Data Protection Regulation is now in effect, and we've got it covered. With guidance from our data protection officer (DPO) and compliance team, we are not merely checking boxes. We are steadfastly adhering to all GDPR requirements and best practices to ensure compliance. With our ISO certifications and other prior voluntary compliance standards, this is familiar territory for us. Here are just some of the things we are doing to keep your data safe.

POLICIES & DOCUMENTATION

New Privacy Policies

We have introduced new privacy policies for both survey respondents and clients/partners to provide them with full transparency, ensuring that we are compliant with GDPR, continuing to deliver for our clients whilst simultaneously managing risk.

Privacy Shield (EU-U.S. & Swiss-U.S.)

We have multiple safeguards in place to permit transfer of data to the United States within M3 Global Research. These safeguards include our certification to both EU-U.S. Privacy Shield and Swiss-U.S. Privacy Shield as well as having EU model clause contracts in place between the M3 operating companies on either side of the Atlantic.

TECHNICAL MEASURES

ShareFile

M3 Global Research has invested in ShareFile, a safe file transfer system, to meet encryption and tracking requirements. We have integrated ShareFile into our internal systems so that every M3 Global Research employee has a link in their email signature that allows you to easily send us files in a secure manner.

Pseudonymisation

Our systems have employed pseudonymisation for many years to provide a layer of protection to our survey respondents' personal data. For GDPR, we have reviewed and reinforced this pseudonymisation to provide additional protection.

Encryption

M3 Global Research uses encryption across all company portable devices (laptops, mobile phones, etc.) to protect data on those devices. There are also IT policies in place to control the data as part of our layered security approaches.

QUALITY AUDITS

ISO 27001

We were the first healthcare market research panel to be certified to ISO 27001. This is a specification for an information security management system (ISMS). An ISMS is a framework of policies and procedures that includes all legal, physical, and technical controls involved in an organisation's information risk management processes.

ISO 26362

We were also the first healthcare market research panel to be certified to ISO 26362. It specifies the terms and definitions, as well as the service requirements, for organisations and professionals who own and/or use access panels for market, opinion and social research.

Last updated on 5/24/2018