

Have you been contacted by telephone by Verian (formerly Kantar Public)?

Why did we call you?

We have called to give you the opportunity to participate in a survey. Participation is your choice. There is no sales or marketing involved and your personal details and responses remain confidential and are aggregated with others unless you have agreed otherwise.

Where did you get my number from, I am ex-directory?

For most of our surveys we use a system called *Random Digit Dialling* which generates random telephone numbers. This method means that we contact any kind of telephone line that exists e.g. unobtainable numbers, fax machines, business numbers, ex-directory, modems and ensures we approach a random sample of people. The only information we can gain from the telephone number is the area relating to the dialling code. We may try this number multiple times to try and reach you.

We may be asked to use a client contact list where a client wants us to contact you on their behalf e.g. Customer satisfaction surveys or, at times, we may buy your telephone number from a legitimate external supplier.

Does the TPS (Telephone Preference Service) apply?

The TPS (Telephone Preference Service) does not apply when we are only seeking your feedback and opinions as this is not classed as marketing activities.

How can I prevent further calls, contact you with queries or make a complaint?

Please provide us with the telephone number that we used to contact you, your query/complaint or ask us not to be called in future. All contact will be used purely to deal with your query/request and will not be shared or used further without your express permission.

By telephone 0204 557 5799 – leave your telephone number along with your enquiry so that we may prevent further calls to your number. We will phone you back only if requested.

By email: Telephones.uk@veriangroup.com and we will respond purely to confirm any actions taken or to follow up on any enquiry.

By freephone: 0800 015 1037

By letter: Please write to Quality Lead (Telephones), Verian, 4 Millbank, Westminster, London, SW1P 3JA



If you are still unhappy and you wish to escalate your complaint, please email UK-Compliance@veriangroup.com or write to

Compliance Officer
Verian
4 Millbank
Westminster
London
SW1P 3JA