Research Participant Privacy Policy

This Research Participant Privacy Policy explains how Camunda uses your personal data when you join our research panel or take part in a research or prototype validation session, survey or study. It supplements the Camunda Privacy Policy.

Controller

Camunda Services GmbH (Zossener Strasse 55–58, 10961 Berlin, Germany) is the controller, acting with its group companies (hereinafter referred to as "Camunda", "we").

What we collect

- Contact and profile details: name, email, country and region, company, job role, and your relationship with Camunda (for example customer, partner or community member).
- Panel and consent records: your opt-in, consent to recording, screener answers and participation history.
- Session content: your feedback, notes taken by our team and, if you agree, audio and video recordings and transcripts.
- Compensation details: the reward offered, your choice, and delivery status. Where the law requires it, we also collect tax information through a secure process run by our Finance team.

We collect this from you, from our existing records, if any, and from colleagues who refer you with your agreement. Please don't share sensitive information (such as health data) or other people's personal data during sessions.

Why we use it and our legal basis

Purpose	**Legal basis (GDPR)**
Adding you to our research panel and inviting you to studies	Your consent (Art. 6(1)(a))
Checking eligibility, including sanctions and anti-bribery checks	Legal obligation (Art. 6(1)(c)) and our legitimate interest in lawful, fair research (Art. 6(1)(f))
Scheduling and running sessions, and analysing your feedback to improve our products	Performing the participation terms you accept (Art. 6(1)(b)) and our legitimate interest in improving our products (Art. 6(1)(f))
Recording and transcribing sessions	Your consent (Art. 6(1)(a)), asked for separately before recording
Delivering compensation	Performing the participation terms (Art. 6(1)(b))

Limiting how often we contact you	Our legitimate interest in not over-contacting participants (Art. 6(1)(f))
Tax and accounting records	Legal obligation (Art. 6(1)(c))

We do not use your research data for marketing or sales outreach. Taking part is voluntary. Declining or withdrawing does not otherwise affect your relationship with Camunda.

Use of AI

We use AI tools to help moderate some sessions, transcribe recordings and summarise findings. If a session is moderated by AI, we will tell you before it starts and you can ask for a human moderator instead. Screening questions may automatically decide whether you are eligible for a particular study (for example, based on your country), but we do not make decisions that have legal or similarly significant effects on you by automated means alone.

Who we share it with

- Camunda employees who run or use the research, on a need-to-know basis, and Camunda group companies.
- Service providers acting on our behalf: Great Question (research platform), Salesforce and HubSpot (contact management and sign-up), Zoom (video calls and recordings), Google (document storage) and Anthropic (AI analysis).
- Tremendous, which delivers digital rewards through Great Question. If you redeem a reward, Tremendous handles your payout details (such as PayPal or bank details) under its own privacy policy. Camunda does not receive them.
- Tax authorities and professional advisers, where required by law.

Some of these providers process data outside the EEA and UK, including in the United States. We protect these transfers with an appropriate data transfer mechanism, such as the European Commission's Standard Contractual Clauses or an adequacy decision, such as the EU–U.S. Data Privacy Framework where the provider is certified.

How long we keep it

Data	Retention
Recordings, transcripts and raw notes	Deleted or anonymised within 90 days after the study report
Participation history	12 months after your last study
Panel profile	Deleted 24 months after date of last participation or upon withdrawal of consent
Consent records	As long as the related data is kept
Compensation and tax records	As long as accounting and tax laws require

Research findings are kept in anonymised form, so they no longer identify you.

Your rights

You can ask to access, correct, or delete your data, restrict or object to how we use it, or receive a copy in a portable format. Where we rely on consent, you can withdraw it at any time. This does not affect processing that has already happened.

- To leave the research panel or withdraw consent, email research@camunda.com.
- For any other request, use our web form at camunda.com/legal-center or email privacy@camunda.com.

You can also complain to a data protection authority, in particular in the country where you live or work. Our lead authority is the Berlin Commissioner for Data Protection and Freedom of Information. California residents should also see our California Specific Privacy Policy.

Contact Camunda

Camunda Services GmbH is responsible within the meaning of the GDPR and other data protection laws or regulations that apply in the member states of the European Union.

If you have any questions or concerns about this policy, you have three ways to contact Camunda:

- Via our web form
- By mail:
  Camunda Services GmbH
  Zossener Strasse 55-58
  10961
  Berlin
- By telephone on: +030 664 04 09 – 00

Additionally, Camunda has appointed a Group Data Protection Officer (Farrhah Khan - privacy@camunda.com) who can be contacted for any data privacy concerns.

Changes

Camunda reviews and updates this Policy periodically in response to changing legal, technical, and business developments. Material changes made to this Policy may require Camunda to inform the Applicant in a manner that is consistent with the significance of the changes made.