

## The Green Room | Frequently Asked Questions

### **Q: What is The Green Room community all about?**

A: The Green Room is an online research community that lets you and other members take part in exclusive online surveys, discussion forums and other activities relating to a range of interesting lifestyle topics.

### **Q. Who is behind The Green Room community?**

A. The Green Room is brought to you by People's Choice Credit Union.

You can read more about People's Choice Credit Union at [www.peopleschoicecu.com.au](http://www.peopleschoicecu.com.au)

### **Q: Who's The Green Room community for?**

A: The Green Room is for you! People's Choice Credit Union is run by members, not by numbers so your contribution and feedback is important to us. We want you to be engaged, up to date and aware of everything going on with us, and we want to hear from you!

### **Q: How many activities do I have to complete?**

A: We'll usually email you once or twice a month to invite you to share your thought and opinions.

### **Q: How much time will the surveys/activities take to complete?**

A: We know your time is precious, so all the surveys and activities are designed to be as short and concise as possible. We'll give you an estimated completion time in the email invitations we send you.

### **Q: How do I participate in an activity or a survey?**

A: We'll email you a unique URL address for each activity/survey. Simply click on that URL or cut and paste it into a web browser and you can participate in the activity and complete the survey form online.

### **Q: How long will I have to complete each survey/activity?**

A: You'll usually have between 3 days to one week to complete each activity.

**Q: Are the survey findings available for members?**

A: We will endeavor to keep you regularly updated on what we're learning and how your feedback is making a difference. Log in to your exclusive member's page at [www.peopleschoicegreenroom.com.au](http://www.peopleschoicegreenroom.com.au) and check out the 'What we have learned' section for the very latest findings and feedback!

**Q: I posted in a forum, but my contribution has been removed?**

A. From time to time we may be required to remove posts or replies from a forum, if they are deemed inappropriate or offensive. It is at the moderator's discretion to remove posts if they don't fit the business/research need and/or are inappropriate and/or offensive.

In the event that a post/reply is removed from the forum, the forum moderator will replace it with a friendly message informing you and the rest of the community of the situation. In some cases participants will be sent an email stating that reason why the post/reply was deleted.

**Q: How long will I stay part of the community?**

A: You can be part of The Green Room community as long as you are actively participating in surveys. You can unsubscribe from the community by sending an e-mail request to [support@peopleschoicegreenroom.com.au](mailto:support@peopleschoicegreenroom.com.au)

**Q: What happens after I complete the registration questionnaire?**

A: Once you've successfully completed the registration survey, you'll receive a confirmation e-mail containing a link. Simply click on the link to become an active member. When a new activity becomes available, you'll receive an invitation e-mail with a link to the survey. You can also access this survey and any other active surveys through the member website.

**Q: How can I unsubscribe from the community?**

A: You may unsubscribe from The Green Room community at any time by:

- Clicking the link at the bottom of any email received from The Green Room;
- Emailing us at [support@peopleschoicegreenroom.com.au](mailto:support@peopleschoicegreenroom.com.au) and inserting "request removal" in the subject line; or
- Visiting the 'My profile' section on The Green Room homepage and following the instructions to unsubscribe.

Remember that if you unsubscribe you will no longer be a member, and will no longer receive emails from or be able to take part in activities from The Green Room.

**Q: I've forgotten my password. How do I retrieve it?**

A: To retrieve your password, please follow these instructions:

1. Go to: [www.peopleschoicegreenroom.com.au](http://www.peopleschoicegreenroom.com.au)
2. Enter your email address in the email address field.
3. Click the "Forgot password?" link.
4. We'll email you a link to reset your password.

If you do not receive the email that follows, please check your spam folder.

**Q: How do I change my email address/contact information?**

A: The easiest way to change your contact information is to visit [www.peopleschoicegreenroom.com.au](http://www.peopleschoicegreenroom.com.au) and log into the member section ('update' on the top of the page) and provide us with your new information. Otherwise, simply email us at [support@peopleschoicegreenroom.com.au](mailto:support@peopleschoicegreenroom.com.au)

## **PRIVACY INFORMATION AND QUESTIONS**

**Q: Will my profile information be sold to other companies?**

A: No. All information is strictly confidential and your privacy will be protected. Your name will never be sold, exchanged, or distributed to any other party without your permission. For more about how we collect and use your personal information, please see our [Privacy Policy](#).

**Q: How is my privacy protected?**

A: All your survey responses will be kept strictly confidential. To ensure your privacy, answers will be grouped together with those of other The Green Room members who have completed the same survey and all information provided will only be used in aggregate form. None of your personally identifiable information will be reproduced in our survey results. Just remember - any information that you post on the Forums will be accessible to other members. You will be asked to choose a screen name when posting on the forum. This name will appear next to your posts and does not have to be your real name.

**Q: What will you do with my email address?**

A: We need your email address to invite you to participate in activities and to send you updates on research results and our member newsletters. Please be sure to keep your email address updated to ensure we can stay in touch.

**Q: Why do you need my personal information?**

A: The information you give us during registration helps us to select activities that best match your profile, and is used for statistical purposes only. Your responses may be grouped together with those of many other members on the community so that the data may be read and understood more easily. All information provided is kept strictly confidential and is used for legitimate research purposes only. We also need your personal information to notify you

if you have won one of our prizes.

**Q: What information must I give to be considered for the community?**

A: A brief member profile completed during the initial survey stage is all we need for us to consider your eligibility for the community.

**Q. Where will my personal information be held?**

A. People’s Choice Credit Union has engaged Vision Critical to administer The Green Room community and collect your Personal Information on behalf of People’s Choice Credit Union. Vision Critical is a market research company based in Canada and your information will be held off-shore within their servers in Calgary, Canada.

**TECHNICAL SUPPORT**

**Q: What are the minimum browser requirements for joining The Green Room and filling out surveys?**

A: Our community site has the following minimum requirements for members:

	<b>Windows</b>	<b>Mac OS X</b>	<b>Linux</b>	<b>iOS</b>
Internet Explorer (IE)	8 or higher	N/A	N/A	N/A
Firefox	4.0 or higher	4.0 or higher	4.0 or higher	N/A
Safari	5.0 or higher	5.0 or higher	5.0 or higher	4.2 or higher
Chrome	7.0 or higher	7.0 or higher	N/A	N/A

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