

Community Membership Terms

Welcome to AEON online community for polls and surveys, operated by AEON Research Private Limited.

Please read these community terms of use (“Member Terms”) carefully before signing up as a member of AEON, provided through our website at <http://www.aeonresearch.in/> (“Website”) and mobile apps provided via itunes and Google Play.

By clicking on the I accept the Member Terms tick box, relating to the Community Member Terms, Data Processing Agreement and Privacy Policy, you agree to be legally bound by these Community Member Terms, Data Processing Agreement or Privacy Policy as they may be modified and posted on our website from time to time. In these Community Member Terms, “you” refers to the entity you represent (“Community Member”).

If you do not agree with these Community Member Terms, Data Processing Agreement or Privacy Policy, you may not use the Service.

You may connect to the Service using an Internet browser supported by the Service. You are responsible for obtaining access to the Internet and any equipment necessary to use the Service.

Membership Eligibility, Rules and Obligations

Eligibility for membership

Membership to a AEON community is free and open to individuals only (not businesses or corporations) that are at least Eighteen (18) years of age or such age required by the geographic location. If you are less than eighteen (18) years of age and win any prize or receive any cash reward or other incentive, then such award will be made to your legal guardian. You are permitted to have only one account.

Registration and Passwords

To become a AEON member, be sent survey opportunities and earn rewards, you must complete the registration form online or via our app. You must provide complete and valid contact information including name, email, mobile number and other requested information. Your account must have a unique and valid e-mail address, mobile number and password.

You agree to provide only accurate, current and complete registration information and to keep that information updated in order to maintain its accuracy. AEON may terminate or suspend your membership and you may forfeit your Points if you fail to provide or keep your personal information accurate and complete.

You may use only one (1) password to open and access your account, and you may not use another account holder's password or allow anyone else to use your password, for any reason. You are solely responsible for the security of your user name and password and any activity that occurs under your membership account, whether authorized or unauthorized. AEON will not be responsible for any losses incurred through the use of your password by a third party, except when unauthorized use is directly attributable to the gross negligence or fraud of AEON. You agree to immediately notify AEON of any unauthorized use or breach of your member account.

Should you forget your password, you may request an e-mail to reset your password by using your registered email address so that you can regain use of your account and an email will be sent to the e-mail address we hold in your member account.

By joining as a member of AEON survey community, you agree to receive invitations to participate in Surveys via e-mail or publicised via our website and app. AEON does not guarantee that you will receive a certain minimum volume of invitations or any invitations at all. Your participation in any Survey and your disclosure of any personally-identifiable information is completely voluntary.

Membership Rules and Obligations

We treat our members fairly and with respect. At the same time, we ask our members to do the same, and sign up to a few basic (and reasonable) member obligations.

The member acknowledges that they are:

- over 18 years of age
- provides accurate registration and profile information
- shall not register multiple times
- shall not attempt to answer the same survey more than once, unless a tracking survey or otherwise permitted
- will answer questions honestly and openly to the best of their ability
- answer questions properly (e.g. not complete answers without reading questions, or intentionally give misleading, contradictory or meaningless answers, speed through)

Member Code of Conduct

We ask our members to observe the following rules which make up our code of conduct. Failure to comply with this Code of Conduct may result in termination of your membership account and forfeiture of any AEON Points.

Be courteous and respectful when communicating with the help desk. Do not be obscene, vulgar, harmful, insulting, threatening, abusive, harassing, defamatory, libelous, untrue or misleading.

Do not engage in any other activity that the Company reasonably deems improper or abusive.

Confidentiality of Surveys

Our clients may disclose confidential and/or proprietary information and materials to you as part of Surveys, and such information and materials shall remain the sole and exclusive property of its owner. This confidential information may include, but is not limited to, new product ideas or concepts, packaging concepts, advertising and movie or television concepts or trailers, and the text, visual images and sounds related thereto. By becoming a member, you agree that you will keep the contents and materials disclosed to you as part of all Surveys in which you participate confidential and not disclose them to any third party or use the confidential information for any purpose except for the sole purpose of completing the Survey. If you breach this obligation, in addition to forfeiture of your Points and termination of your account, you may be liable for monetary damages to AEON and/or our client for damages caused by the result of your breach.

Completing Surveys

Should you be accepted as a member, you will be sent surveys by e-mail, and may be invited to participate in other surveys (e.g. Telephone, focus groups). Members can indicate how many surveys they would like to receive per month by completing the relevant question in their personal profile. Members are free to complete as many or as few surveys they wish.

Accuracy of Information and Penalties

The accuracy and integrity of the data we collect is reliant on the honesty of our registered members in matters such as the personal information they provide in respect of their accounts and their responses to questions in surveys. We will close the account, without notice, of any member who, we believe, knowingly provides false information, or provides information carelessly or incompletely. Any payments that would have fallen due in respect of that member will be forfeited at the date of closure of the account. Any member who creates one or more duplicate accounts, or provides inaccurate information in order to earn additional rewards, will also have all active accounts closed. Members may have points and rewards deducted if found to have completed surveys inaccurately, too quickly or without proper attention to the questions. We reserve the right to take any further legal action necessary and allowed in respect of deliberate non-compliance by members. For the avoidance of doubt, any member found contravening these terms will be prevented indefinitely from becoming a member of any online access panel or online community owned or run by us.

Rewards and AEON Points

What are AEON Points?

AEON respects and values the opinions of our members. In return we offer a range of monetary incentives through our points system, "AEON Points"

AEON Points are credited to the accounts of members in return for completing surveys, polls and maintaining an up to date membership profile. Points can also be accrued for additional reasons, including referring friends to join the community, loyalty rewards, prize draws, ad hoc bonus points and prizes, and for providing membership feedback when asked.

Toluna values our members' opinions, and to show our appreciation, Toluna offers incentives in the form of credits called "Points," which are credited to your account maintained by Toluna. Points are redeemable for cash, prizes or entries into sweepstakes as specified and subject to the terms below.

AEON Points can be redeemed for cash, prizes, and gift vouchers.

Earning AEON Points

Points are credited to your account for surveys, polls and activities authorised by AEON including but not limited to, registering as a member, completing profile information, completing surveys and polls within the AEON Dashboard and Offer Wall. Points will be awarded in accordance of the published specific incentive offered for the activity or survey, when completed.

You will not receive points if a survey is not completed or you do not qualify for take the full survey after being screened out of the initial qualification questions. Some surveys offer screen out points, but the surveys this applies to would be indicated on the survey invitation.

The reasons for being disqualified from a survey include but are not limited to:

- Your profile not corresponding to our client's target audience
- Discrepancy in logical responses
- Contradictory answers
- Untruthful responses or false answers
- Inappropriate or abusive replies
- Going too quickly through the questions to properly consider your answers
- Lapse in attention leading to failed quality checks

Point Approval Process and Points Disqualification

Points for completing surveys and polls are added after survey responses have been reviewed and approved by AEON. The review process delay is used to check survey responses, and where necessary, disallow points for members who have not complied with basic data quality rules for completing surveys.

The reason for points not being approved include the same criteria as for being disqualified for a survey on the basis of poor data quality. They include but are not limited to:

- Your profile not corresponding to our client's target audience
- Discrepancy in logical responses
- Contradictory answers
- Untruthful responses or false answers
- Inappropriate or abusive replies
- Going too quickly through the questions to properly consider your answers
- Lapse in attention leading to failed quality checks

While members are free to complete as many or as few surveys they wish, if members consistently do not participate in relevant surveys over a significant period of time, AEON reserve the right to cancel membership, having established that the member is no longer an active member of the panel.

Status of Members' Points

Each member has access to their account to review current AEON Points accrued, history of survey activity and points claimed. Members can view their transaction and survey history.

AEON Points Discrepancies

AEON makes every effort to ensure that points are credited correctly to members. However, it is your responsibility to verify that your AEON Points have been credited properly. If you feel the incentive amounts credited to your account are incorrect, you must contact AEON via the Help Desk area in your account, within (sixty) 60 days following our alleged error and explain in full the basis of your dispute, attaching any relevant information which offers evidence of the discrepancy. Upon receipt of your notice, we will investigate your claim and notify you of our decision to adjust or maintain the amount of Points credited to your account, as we deem appropriate, within thirty (30) days. If we need additional time to decide your claim, we will notify you and will endeavour to render a decision as soon as reasonably practicable. Any decision by us with regard to such a claim will be final.

Redeeming AEON Points

You can convert your AEON Points at any time, assuming you have the minimum number of points, by going to the Redemption area or Gifts Area. Cash (via Bank transfers) and Pay Pal redemptions can be claimed from the Redemption area. Electronic vouchers can be claimed in the Gifts area.

Points are awarded for Survey completion, Profile completion, and other participation on this Site. Points automatically convert to cash values whenever you request a payment or voucher.

AEON set minimum points before rewards can be redeemed, depending on the reward type. A daily limit of points redemption is also set. Cash rewards can be claimed within defined increments.

Members can accrue points beyond minimum thresholds and save them until a such a time as they want to redeem them.

E-Vouchers

If you request an e-Gift Voucher (e.g. Amazon eGift Voucher, Netflix Giftcard, iTunes Voucher or Flexi eGift vouchers from GiftPay), the vouchers will be sent to your email address used for your AEON account. Make sure the email is current, and correct.

e-Gift vouchers are sent within 7 days of the redemption request being accepted by AEON.

Any request to resend a missing e-voucher must be made within 3 months from when the voucher was originally sent. AEON will not process any orders after expiry of this 3-month time limit.

Cash Payments

PayPal, Paytm and Bank requests for cash payment will be credited directly to the PayPal, Paytm or Bank account indicated in your account. Pay Pal payments will be made within 21 days of the redemption request being accepted by AEON. Cash payments via BACs will be made within 14 days of the redemption request being accepted by AEON It is your sole responsibility to ensure Bank details or Pay Pal email account details are valid.

All rewards are subject to change as may be necessary to comply with applicable laws or regulations and we reserve the right to void vouchers where such laws or regulations dictate that we must do so.

Summary of Delivery time for cash rewards and Gift Vouchers

Pay Pal – 21 days

Banks – 14 days

Amazon – 7 days

Gift Pay – 7 days

Other Gift Vouchers – 7 days

Reward Processing Administration Charges

AEON will deduct points from members accounts for some reward types at the point of redemption, to cover administration and processing charges. AEON reserve the right to vary points deduction arrangements at their sole discretion.

A summary of current charges by reward type are as follows:

Pay Pal – 5%

Bank transfers – 2%

Amazon Gift Vouchers – 0%

Gift Pay – 0%

Other Gift vouchers - 0%

Bank and Pay Pal charges (levied by third parties)

Pay Pal

Please note that Pay Pal will make a charge when members claim their rewards via a Pay Pal account. The current rate is 3.4%. Please check with Pay Pal UK for current rates.

AEON are not liable or responsible if your bank makes any charges as a result of receiving cash rewards via Bank transfers (BACs).

PAYMENTS AND TAX ON PAYMENTS

Any payments to members will be agreed in advance, and will be paid via the members personal PayPal, Paytm or Bank account. Where we pay money to members, and such rewards are normally subject to taxation, all such costs (including Pay Pal and Bank charges) are the sole responsibility of the person receiving money. We will not be held liable for any taxation, or related costs, resulting from any payments made to members, and you indemnify us fully against such liability.

Expiration of Points

When AEON Points are credited to your account they will remain valid for up to two years (24 months) from the date they are earned. If after this period the Points have not been used, they will automatically expire and be deleted from your account. This deduction will always occur towards the end of the month, usually on the 28th day. For example, if you earned AEON Points on 15 July 2020, they will be removed from your account on 20 July 2022, if they are still in your account. Points cannot be redeemed after the expiration date.

In addition, all of your Points will immediately expire and be forfeited in the event that you cancel/unsubscribe your AEON account or if your account becomes "inactive." To be an active member means that you have joined AEON and participated in a Survey or other activity on this Site within the last 12 months from your initial registration or within the preceding 12 months. AEON will not provide you with any notice of the cancellation and forfeiture of any of your Points. AEON reserves the right to amend these cancellation and forfeiture rules in its sole discretion.

Misconduct, Fraud and Correcting Account Errors

AEON has the right to monitor all member activity within the AEON community. If required by law, if you have violated our Code of Conduct above, or in the event that your account shows signs of fraud, abuse or suspicious activity, your member account may be terminated and you may forfeit all accumulated Points. If you have conducted any fraudulent activity, AEON reserves the right to take any necessary legal action and may have grounds to confiscate any rewards redeemed as a result of such activity. In addition, you may be liable for monetary losses to AEON including litigation costs and damages, and you will not be allowed to participate in AEON in the future.

If your account does not accurately reflect your Point balance, AEON reserves the right to correct such errors. If you have been awarded Points in error or you believe that your member account has been the subject of suspicious activity, please contact AEON immediately. If it is determined that you have been the victim of fraud, the Points you have earned will be transferred to a new member account.

Transferability

Points have no cash value, and may not be assigned, transferred and/or pledged to any third party. You have no property rights or other legal interests in any Points granted pursuant to the AEON Points Programme.

Program Duration & Changes to Rules

Any revisions to the Points Program may affect your ability to use any Points you accumulate. If the Points Program is terminated or your membership is terminated by Toluna other than as a result of your breach of these Terms, you will only have 30 days from such termination date to redeem all your accumulated Points. If there is a modification to the Points Program, we will endeavor to notify you; however, AEON will not be responsible if you do not learn of the modification. The rewards offered, and Point levels required for specific rewards are subject to change without notice. All rewards are subject to availability.

Disclaimer of Warranties

By utilising the AEON Points Program, you acknowledge and agree that AEON is not a bank or any other kind or form of financial institution and that "Points" credited to your account are not actual cash deposits, do not earn interest, and are only account entries that entitle you to the amount of the credited Points if you redeem them in accordance with these terms of use. You further agree that you may only redeem the amounts in your account in the manner and according to the procedures described in these terms of use, which we may amend from time to time. AEON is not responsible for the actions of any third party, such as the issuers of any gift cards, vouchers or other rewards redeemable for Points.

You expressly agree that your use of this Site and the AEON Points Program is at your sole risk. You agree that this Site, all information on this Site, the services offered by this Site and the AEON Points Program are provided by AEON or its corporate parents or affiliates, successors or assigns, suppliers or agents.

AEON is not responsible for typographical errors regardless of source. In addition, Toluna does not represent or warrant that the information accessible on this Site is accurate, complete, or current. You hereby release AEON and its affiliates and third-party providers from all liability regarding the redemption and use of any rewards, including any rewards that, after receipt, may be lost, stolen or destroyed.

Cancelling Your Account

You may cancel your account at any time by contacting AEON or unsubscribing your account by selecting "Unsubscribe Options" in the settings area of your account then completing the process by selecting the option "cancel your account". Your account will also be cancelled if you withdraw from the AEON panel. Immediately upon deletion or your withdrawal from the AEON panel, your account will be closed. You understand and agree that, as noted above, upon closing your account, your right to access the AEON Points Program will cease and all Points credited to your account at such time, however and whenever accumulated, will be forfeited. AEON may terminate your account at any time for any reason.