

CONVERGYS, INC.**EMPLOYEE OR CONTRACTOR'S ASSURANCE OF CONFIDENTIALITY OF SURVEY DATA****Statement of Policy**

Convergys is firmly committed to the principle that the confidentiality of individual data obtained through Convergys surveys must be protected. This principle holds whether or not any specific guarantee of confidentiality was given at time of interview (or self-response), or whether or not there are specific contractual obligations to the client. When guarantees have been given or contractual obligations regarding confidentiality have been entered into, they may impose additional requirements which are to be adhered to strictly.

Procedures for Maintaining Confidentiality

1. This assurance may be superseded by another assurance for a particular project.
2. Survey workers shall keep completely confidential the names of respondents, all information or opinions collected in the course of administering the survey, and any information about respondents learned incidentally when administering the survey. Survey workers shall exercise reasonable caution to prevent access by others to survey data in their possession.
3. Unless specifically instructed otherwise for a particular project, an employee or survey worker, upon encountering a respondent or information pertaining to a respondent that s/he knows personally, shall immediately terminate the activity and contact her/his supervisor for instructions.
4. Survey data containing personal identifiers in Convergys offices shall be kept in a locked container or a locked room when not being used each working day in routine survey activities. Reasonable caution shall be exercised in limiting access to survey data to only those persons who are working on the specific project and who have been instructed in the applicable confidentiality requirements for that project.
5. Ordinarily, serial numbers shall be assigned to respondents prior to creating a computer-record and identifiers such as name, address, and Social Security number shall not ordinarily, be a part of the computer record. When identifiers are part of the machine data record, Convergys's Manager of Data Processing shall be responsible for determining adequate confidentiality measures in consultation with the project director. When a separate file is set up containing identifiers or linkage information which could be used to identify data records, this separate file shall be kept locked up when not actually being used each day in routine survey activities.
6. When records with identifiers are to be transmitted to another party, such as for keypunching or key taping, the other party shall be informed of these procedures.
7. Each project director shall be responsible for ensuring that all personnel and contractors involved in handling survey data on a project are instructed in these procedures throughout the period of survey performance. When there are specific contractual obligations to the client regarding confidentiality, the project director shall develop additional procedures to comply with these obligations and shall instruct field staff, clerical staff, consultants, and any other persons who work on the project in these additional procedures. At the end of the period of survey performance, the project director shall arrange for proper storage or disposition of survey data including any particular contractual requirements for storage or disposition. When required to turn over survey data to our clients, we must provide proper safeguards to ensure confidentiality up to the time of delivery.
8. Project directors shall ensure that survey practices adhere to the provisions of the U.S. Privacy Act of 1974 with regard to surveys of individuals for the Federal Government. Project directors must ensure that procedures are established in each survey to inform each respondent of the authority for the survey, the purpose and use of the survey, the voluntary nature of the survey (where applicable) and the effects on the respondents, if any, of not responding.

PLEDGE

I hereby certify that I have carefully read the above procedures. Convergys Customer Intelligence Services representatives will cooperate fully with the above agreement. Convergys representatives will keep completely confidential all information arising from surveys concerning individual respondents to which they gain access. Convergys representatives will not discuss, disclose, disseminate, or provide access to survey data and identifiers except as authorized by Convergys. In addition, Convergys representatives will comply with any additional procedures established by Convergys for a particular contract. Convergys representatives will devote their best efforts to ensure that there is compliance with the required procedures. Convergys representatives understand that violation of this agreement is sufficient grounds for disciplinary action, including dismissal. Convergys representatives also understand that violation of the privacy rights of individuals through such unauthorized discussion, disclosure, dissemination, or access may make them subject to criminal or civil penalties. As signee, I give my personal pledge that I shall abide by this assurance of confidentiality and ensure that all Convergys representatives with involvement on this project abide by its stated procedures.

Signature



Print Name Date

Kathleen M Renaker 6/6/07