

Overview

BVA BDRC is committed to providing a Quality Management System that meets the requirements of our certification to ISO 20252:2019, the international quality standard for market research organisations. The Quality Management System ensures that we have a set of clearly communicated standards and procedures which all employees follow in order to deliver high levels of client satisfaction. It seeks to continually improve the services and products that we deliver, as well as the working practices in which the business operates.

BVA BDRC is also certified to ISO 27001:2013, the international standard for Information Security Management Systems, demonstrating that we have stringent controls in place for preserving the confidentiality, integrity and availability of information at all stages of a research project.

Our systems and procedures are regularly reviewed via our internal auditing programme. In addition, we undergo an external assessment each year by Marketing Quality Assurance Ltd (MQA) and SGS.

BVA BDRC is a Company Partner of the Market Research Society (MRS), with commitment to the MRS Inclusion Pledge and the MRS Net Zero Pledge. We adhere to the MRS Code of Conduct and are a Member of ESOMAR. The Company abides by the requirements of relevant legislation including the Data Protection Act 2018 (which incorporates the UK General Data Protection Regulation implementation) and the EU General Data Protection Regulation. BVA BDRC is part of the Sustainable Hospitality Alliance, reinforcing our commitment to a low-impact future and using our skills to help the sector work on a cohesive response to the challenge posed by the climate crisis.

Document owner and approval

The Information Security Committee is the owner of this document and is responsible for ensuring that this policy document is reviewed on an annual basis.

A current version of this document is available to all members of. It does not contain confidential information and can be released to relevant external parties.

Version	Detail	Author	Date
1.0	First Issue	Security Committee	17/04/2019
2.0	Annual review	Security Committee	17/04/2020
3.0	Annual review	Security Committee	17/04/2021
4.0	Annual review	Security Committee	26/04/2022
5.0	Updated to include new ISO certification plus annual review	Security Committee	01/03/2023
6.0	Annual review	Security Committee	15/03/24

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