



Thinkspot Insights Community Frequently Asked Questions

What is Thinkspot?

Thinkspot is an insights community brought to you by News Life Media and powered by Vision Critical. It is a place where people like you can come together to share your ideas, insights and opinions via surveys and discussion forums. Community members are rewarded with exclusive feedback and access to survey results, plus the chance to win some fantastic prizes along the way.

What is an insights community?

Generally speaking, an insights community is a community of individuals with similar interests and experiences who have voluntarily chosen to participate in online research studies about topics related to their common interests.

What is News Life Media?

NewsLifeMedia are experts in creating lifestyle content across the key consumer interest areas of food, style, home, health and parenting, with some of the most powerful and trusted media brands in the country. NewsLifeMedia have a range of popular digital properties - *taste.com.au*; *bestrecipes.com.au*; *vogue.com.au*; *gq.com.au*; *homelife.com.au*; *bodyandsoul.com.au*; *birth.com.au*; *kidspot.com.au*; and leading news source, *news.com.au* – as well as an impressive range of magazine titles. The magazine portfolio includes *Sunday Style*, *Super Food Ideas*, *ABC delicious magazine.*, *donna hay magazine*, *taste.com.au magazine*, *Vogue Living*, *Country Style*, *Inside Out*, *Gardening Australia*, *Vogue Australia*, *GQ Australia*, *Big League* and *Australian Golf Digest*.

What is Vision Critical?

Vision Critical provide the software for Thinkspot and store all information collected in a secure database. Vision Critical do not disclose information to anyone other than NewsLifeMedia who, in turn, keep details of individual responses private. There are strict privacy measures in place to protect the information you volunteer. For more details of our Privacy Policy, please [click here](#).

What is the Thinkspot community used for?

Thinkspot is a research-only community and will not be used to directly sell anything to its members. Members are contacted to complete surveys and participate in opinion polls and discussion forums. The information members give us is used for collective research purposes at an aggregate level only.

We are keen to know your views on a range of lifestyle topics and guarantee that that your personal information will not be shared with other parties.

Can anyone be a member?

The only prerequisite for joining Thinkspot is that you are 16 or over.



How do I register to become a member of Thinkspot?

- a) Click on the "Join Now" button at www.thinkspot.com.au and complete the registration survey.
- b) Agree to our Terms of Use for this website (Web Terms).
- c) Click on the confirmation link that will be emailed to you upon completion of the registration survey

What information is required to become a community member?

To join the community you will need to complete our short registration survey. You will be asked for basic contact and demographic details in addition to some questions about your lifestyle and interests.

What will you do with my email address?

All Thinkspot members will be invited via email to take part in our surveys and discussion forums. Members will also receive our periodic newsletter.

I didn't receive the email confirmation message, what should I do?

Please check your 'junk-mail' folders to see if the email confirmation message has been delivered there and add to your address book.

To have your confirmation email resent, contact surveys@thinkspot.com.au.

How do I complete a survey?

You will receive an email invitation with a unique URL address for each survey. Simply click on that URL or cut and paste it into a web browser of your choice and complete the survey online.

How long will I have to complete each survey?

The survey can be completed immediate or at a later time. The closing date for the survey will be included in the e-mail invitation. You also have the option to complete the survey on you smartphone and we will give you instructions to do that in the invitation survey.

How long will the surveys take to complete?

A typical survey takes anywhere between 5 and 15 minutes to complete, depending on your Internet connection speed and the complexity of the survey. Some may be a little longer. The timeframe will be provided with each email invitation.

What kind of prizes will I win?

As a Thinkspot member, you will be entered into a monthly draw with the chance to win one of six \$100 gift cards for each survey that you complete. Terms and conditions apply; [please click here to read more](#).

How do I find out if I've won a prize?

If you are a winner, a member of the Vision Critical team will contact you by email. All monthly winners will be published in the 'Winners' section at www.thinkspot.com.au.



How long will I remain a member of the community?

It's up to you. We hope that you choose to remain part of Thinkspot for a long time. If you ever wish to end your Thinkspot community experience, simply log in at www.Thinkspot.com.au and look for the 'Update User Info' tab.

How do I update my personal information?

You can log in at any time at www.Thinkspot.com.au and change your email address and password using the 'Update User Info' tab.

What happens if I forget my password?

- a) Simply click 'Forgot Password?' at www.Thinkspot.com.au and follow the instructions on the screen.
- b) You will receive an email containing a temporary password.
- c) Login at www.Thinkspot.com.au and use the 'Update User Info' tab to change the temporary password to something more memorable.

How do I report a technical problem?

Click on 'Technical Support' at the foot of the screen and use the self-help survey to assist with your query. If your query is not covered by the self-help survey, simply email the Vision Critical support team at support@Thinkspot.com.au. Be sure to include a description of the problem you are experiencing and give us a few days to get back to you.

Will my profile information be provided to third parties?

Absolutely not. Information provided by you on Thinkspot will not be distributed at individual level to any third party. It will only be analysed at aggregate level – your name will never be attached to your responses. All information you provide is treated with the highest level of confidentiality and your privacy is guaranteed. Your name will never be sold, exchanged, or distributed to any other party without your express acknowledgement. See our Privacy Policy for details.