TRUE

POLICY 23 · WORKER AGREEMENT

Confidentiality Agreement

How TRUE workers keep information about TRUE, its clients and other workers private, during and after their work with TRUE.

True Intel Ltd, trading as TRUE · Company no. 17255261

Version 1.0 · Approved by Victoria Phillips, Director · 3 November 2026

TRUE is entering into a Worker Agreement with you. In return, you agree to keep the confidential information you learn through TRUE private, as set out below. This agreement never stops you from speaking up about your safety, how you are treated or anything the law protects.

1. What you agree to

1.1 You will keep confidential information about TRUE, its staff, its clients, its suppliers and other TRUE workers private at all times, while you work with TRUE and after you stop.

1.2 You will only use or share confidential information to do your TRUE work, or with TRUE's written permission.

2. What counts as confidential information

2.1 Confidential information means any information, however it is recorded, that you are given in confidence or that is obviously private, about TRUE and any company in its group, or about their business, plans, finances, staff, clients and suppliers. For example:

Type	Examples
Client work	Which brands and retailers TRUE works for, before they are public. Briefs, scenarios and which stores are being mystery shopped.
Products	Products you unbox before they go on sale, and anything about them the client has not made public.
Findings	Your reports, survey results, scores and anything TRUE gives to a client.
Focus groups	What other people said in a focus group, and who was there.
TRUE's business	TRUE's prices, plans, finances, systems and the TRUE app.
People	Personal information about other workers, TRUE staff or clients' staff.

2.2 Information is not confidential if:

- it is already public, and not because you shared it;
- you knew it before TRUE told you, and could share it then; or
- it is about your own pay, hours or how you have been treated.

3. What you must do

3.1 You must:

- never post anything about a brief, client, store, product or finding on social media, including photos of products before they go on sale;
- never tell anyone that you are mystery shopping a particular store;
- keep TRUE information on your phone or computer secure, keep your devices locked, and never share your TRUE app login; and
- tell TRUE straight away, in the app, if confidential information is lost or shared by mistake.

4. What you can always do

4.1 Nothing in this agreement stops you from:

- talking to your parent, guardian or another trusted adult about your work, your pay and how you are treated;
- raising a concern with TRUE or the DSL, or contacting Childline or the NSPCC;
- reporting a crime to the police, or getting help from a lawyer, Acas or another adviser;
- reporting bullying, harassment or discrimination, or talking about it;
- making a protected disclosure under the Whistleblowing Policy, including to an outside body;
- telling anyone what you are paid; or
- doing anything the law requires you to do.

5. When you stop working with TRUE

5.1 Within 7 days of your Worker Agreement ending, you must delete or return any TRUE information you still have, including briefs, photos and files on your devices.

5.2 Your promise to keep information confidential carries on after you stop working with TRUE. It ends for any piece of information once that information becomes public, unless you made it public.

6. If this agreement is broken

6.1 If TRUE thinks you have broken this agreement, it will talk to you first and hear your side.

6.2 Breaking this agreement can lead to TRUE ending your Worker Agreement. In a serious case, TRUE may take legal action.

7. General

7.1 This agreement forms part of your Worker Agreement. It starts on your first day of work with TRUE, and replaces any earlier confidentiality agreement between you and TRUE.

7.2 Under the Contracts (Rights of Third Parties) Act 1999, no one else has any rights under this agreement.

7.3 This agreement is governed by the law of England and Wales, and only the courts of England and Wales can decide any dispute about it.

8. Signing

8.1 You confirm digitally in the TRUE app that you have read and agree to this agreement before your first assignment. No paper signatures are used.

8.2 If you are under 18, your parent or guardian also confirms digitally that they have read it.

Version	Approved by	Approved on	Next review
1.0	**Victoria Phillips, Director**	**3 November 2026**	**November 2027**