



To be consistent with data protection laws, we've reviewed our Privacy Policy and made it easier to understand. We are committed to data security and transparency in what we do with your data. This privacy policy covers what we do with the data you give us, in particular under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (together Applicable Laws).

This policy covers who we are, how and why we collect, store, use and share personal data, your rights in relation to your personal data, how to contact us and the relevant channels in the event that something goes wrong.

When we ask you to supply us with personal data we will make it clear whether the personal data we are asking for must be supplied, for example, so that we can provide products and services to you, or whether the supply of any personal data we ask for is optional.

### **Who are we?**

For the purposes of Applicable Laws (including the GDPR), UK Certification (Registered Company number 5488853) is the 'controller' of the personal data you provide to us.

If you have any queries about this Policy, the way in which we process your personal data, or about exercising any of your rights, please contact us via email at [info@ukcertification.co.uk](mailto:info@ukcertification.co.uk)

### **What personal data do we collect?**

Personal data means, in summary, any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

### **Information you provide to us:**

If you apply to undertake UK Certification training and/or assessment, you will be required to complete a UK Certification application form. The data collected will include the following:

- Identity (including but not limited to: date of birth, national insurance number)
- Name.
- Postal address.
- Personal and or work e-mail address.
- Telephone number.
- Job role (including where relevant the name of your employer).

### **Information about other people**

If you provide information to us about any person other than yourself, such as your employer you must ensure that they understand how their information will be used, and that they have given their permission for you to disclose it to us.

## Sensitive personal data

UK Certification training and/or assessment schemes do not require applicants to disclose certain sensitive personal data (that is, information about your racial or ethnic origin, political opinions, religious beliefs, trade union activities, physical or mental health, sexual life, sexual orientation, or details of criminal offences, or genetic or biometric data).

## How do we use your personal data?

**Contract performance:** we may use your personal data to fulfil a contract, or take steps linked to a contract:

- To communicate with you in relation to the provision of the contracted products and services.
- Communicating with you in relation to any issues, complaints, or disputes.

**Consent:** where you have given your express consent to process personal data for the sole purpose of certification activity in relation to a UK Certification product or service.

**Where required by law:** we may also process your personal data if required by law, including responding to requests by government or law enforcement authorities, or for the prevention of crime or fraud.

## Marketing communications

UK Certification does not directly market our products or services, we do not sell or share your data with third parties.

## Who do we share your personal data with?

We may share your personal data with relevant scheme registrars, as required in the specific scheme rules and contractual obligations.

We take all reasonable steps to ensure that our staff protect your personal data and are aware of their information security obligations. We limit access to your personal data to those who have a genuine business need to know it.

We may also share your personal data with trusted third parties including:

- Legal and other professional advisers
- Professional experts
- Service providers contracted to us in connection with provision of the products or services, such as providers of IT support
- Official bodies who we act on behalf of in relation to the services we provide.

We will ensure there is a contract in place with the categories of recipients listed above which include obligations in relation to the confidentiality, security, and lawful processing of any personal data shared with them.

Some of the third parties with whom we may share your data (as referred to above) may be based outside the European Economic Area (EEA). Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission.
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe.

## **How long will we keep your personal data?**

Where we are required to do so by the contracts we have in place with agencies or providers, we will retain your personal data for the duration of the contract, and for a period of up to 2 years following its termination or expiry, to ensure we are able to comply with any contractual, legal, audit and other regulatory requirements, or any orders from competent courts or authorities.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we can use this information indefinitely without further notice to you.

Subject to the above, we will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

## **How and where do we store your personal data and how is it protected?**

We can store personal data in paper or electronic format. We take reasonable steps to protect your personal data from loss or destruction. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Where you have a username or password (or other identification information) which enables you to access certain services or parts of our UKC Portal, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Although we will do our best to protect your personal data, we cannot guarantee the security of your personal data transmitted to our UKC Portal; any transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access.

## **Your rights**

Under the GDPR, you have various rights with respect to our use of your personal data. We have summarised these rights below. To exercise any of these rights, please contact us using our email.

### **Right to access**

You have the right to request a copy of the personal data that we hold about you and to check that we are processing it lawfully. Please include with your request, information that will enable us to verify your identity. We will respond within 30 days of your request. Please note that there are exceptions to this right. We may be unable to make all information available to you if, for example, making the information available to you would adversely affect the rights and freedoms of others.

### **Right to rectification**

We aim to keep your personal data accurate and complete. You have the right to require us to rectify/complete any inaccurate or incomplete personal data we hold about you.

### **Right to erasure**

You have the right to request the deletion of your personal data where, for example, the personal data is no longer necessary for the purposes for which they were collected, where you withdraw your consent to processing, where there is no overriding legitimate interest for us to continue to process your personal data, or your personal data has been unlawfully processed or to comply with the law. Please note that these are exceptions to this right (e.g. compliance with law); if any such exception applies we will inform you when you make your request to us.

## **Right to object**

You have the right to object to the processing of your personal data for direct marketing.

## **Right to data portability**

In certain circumstances, you have the right to request that your personal data is provided to you, and/or to another data controller, in a structured, commonly used, machine-readable format. This right only arises where you have provided your personal data to us, the processing is based on consent or the performance of a contract, and processing is carried out by automated means. Please note that the GDPR sets out exceptions to the above rights. If we are unable to comply with your request due to an exception we will explain this to you in our response.

## **What we may need from you**

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

## **Contact**

If you have any queries about this Policy, the way in which we process personal data, or about exercising any of your rights, please send an email to [info@ukcertification.co.uk](mailto:info@ukcertification.co.uk)

## **Complaints**

If you believe that your data protection rights may have been breached, you may lodge a complaint with the Information Commissioner's Office or to seek a remedy through the courts. Please visit <https://ico.org.uk/concerns/> for more information on how to report a concern to the Information Commissioner's Office.

Although, you do have the right to complain as above, we would appreciate the chance to deal with any concerns you may have before you approach the Information Commissioner's Office; accordingly, we would ask that you contact us in the first instance to deal with any concerns.

## **Changes to our Policy**

Any changes we may make to our Policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our Policy.

## **Third-party links**

Our website may include links to third-party websites. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.