



UK Certification Policies

**Qualifications &
Certification for the
Building Services Industry**

Privacy Policy



Introduction & Purpose of this Policy

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.

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

What personal data do UK Certification 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 and gender)
- Name and postal address
- Personal /business email address and telephone number
- Job role (including where relevant the name of your employer)
- Applicant / Candidate image (photograph)
- Details from a document containing evidence of identity, examples may include passport, driving licence, government ID cards.
- Financial information, such as credit and or debit card details, only when directly paying for goods or services

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 suite of Qualifications, 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, 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.

UK Certification Marketing Communications

UK Certification does not directly or indirectly market our products or services and we do not sell your data to 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
- The Approved Centre at which you were registered to undertake qualifications
- 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 of 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.

Transfer of Data

The transfer of paper based personal data and information between our Approved Centres and us takes place using the postal system i.e. Royal Mail or private courier service using standard or registered postage. The transfer of electronic data and information between our Approved Centres and us is via a secure share filing system. Personal data and information may be shared with the organisations which we have listed in table 1.

Personal data will not be shared with, sold to or used by any other organisations or for any other purpose than for which it was provided.

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.

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, your personal data has been unlawfully processed or to comply with the law. Please note that there 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 or to ask us to delete, remove, or stop using personal data if there is no need for us to keep it. This is known as the right to object, or the right to be forgotten.

There may be legal or other official reasons why we need to keep or use personal data. In every instance tell us if you think that we should not be using it. We may sometimes be able to restrict the use of personal data. This means that it can only be used for certain things, such as legal claims or to exercise legal rights. In this situation, we would not use or share personal data in other ways while it is restricted.

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 Privacy Statement, the way in which we process personal data, or about exercising any of your rights, please send an email to 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.

Third-party links

Our website does not include links to third-party websites, in addition we do not collect any data or share data about you when using our website. We do not collect your personal information by using cookies on our website, nor do we collect any technical information, including the internet protocol (IP) address, browser type, time zone setting, browser plug-in types, versions and operating systems or platforms.

Data Breach

As a compliant organisation we have a duty to report certain types of personal data breach to the relevant supervisory authority. We must report breaches within 72 hours. If the breach is likely to result in a high risk of adversely affecting individuals' rights and freedoms, we must also inform those individuals without undue delay.

We have robust breach detection, investigation and internal reporting procedures in place. This will facilitate decision-making about whether or not we need to notify the relevant supervisory authority and the affected individuals. We also keep a record of any personal data breaches, regardless of whether we are required to notify.

Review Arrangements

- We will continually improve our Privacy Policy through reviews of our activities and revise it in line with any feedback from customers, regulatory authorities or external agencies.
- As a minimum our Compliance Team will review this policy annually to ensure it continues to meet the needs of our customers and the Regulators.
- If you have any queries about this policy, please send an email to info@ukcertification.co.uk

Table 1 - Personal data which may be held by us and/or at an Approved Centre on our behalf

Personal Data	Data Source	Retention Period	Legal Basis	Data Shared With	Data Storage
<ul style="list-style-type: none"> • Surname & Forenames • Date of Birth • Gender • Photograph • National Insurance Number • Home Address • Telephone Number(s) • Acceptable means of identity validation 	Approved Centre Applicant / Candidate Employer	Unlimited Time	Lawful Purpose & Legitimate Interest	<ul style="list-style-type: none"> • Approved Centre • Qualification Regulator • Registration Bodies • UK Government Departments 	UK Certification Approved Centres (Paper documentation & Electronic data)
<ul style="list-style-type: none"> • Qualification prerequisites • Qualifications applied for • Qualifications held • Qualification results • Expiry date 	Approved Centre Applicant / Candidate	Unlimited Time	Lawful Purpose & Legitimate Interest	<ul style="list-style-type: none"> • Approved Centre • Qualification Regulator • Registration Bodies • UK Government Departments 	UK Certification Approved Centres (Paper documentation & Electronic data)
<ul style="list-style-type: none"> • Training programme applied for • Training programme results • Expiry date 	Approved Centre Applicant / Candidate	Unlimited Time	Lawful Purpose & Legitimate Interest	<ul style="list-style-type: none"> • Approved Centre • Qualification Regulator • Registration Bodies • UK Government Departments 	UK Certification Approved Centres (Paper documentation & Electronic data)
<ul style="list-style-type: none"> • Completed examination and assessment documentation 	Approved Centre Applicant / Candidate	6 Years	Lawful Purpose & Legitimate Interest	<ul style="list-style-type: none"> • Approved Centre • Qualification Regulator • Registration Bodies • UK Government Department 	UK Certification Approved Centres (Paper documentation & Electronic data)



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