



## **CompEx Certification Limited Privacy Statement**

### **Introduction**

This privacy policy sets out the ways in which CompEx Certification Limited collects, processes and stores your personal information.

We are committed to protecting your privacy and maintaining the security of any personal information received from you. We strictly adhere to all requirements of data protection regulations. However, the Internet is not a totally secure medium and CompEx Certification Limited shall not be responsible for any unauthorised use, distribution, damage, or destruction of personal data, except to the extent we are required to accept such responsibility by the Data Protection Regulations.

We follow strict security procedures in the collection, processing, storage, and disclosure of information which you have provided to one of our licenced CompEx centres, to prevent unauthorised access in accordance with data protection regulations. We do not sell, rent, or exchange your personal information with any third party for commercial reasons.

All personal information provided by which you can be identified, will only be used in accordance with this privacy statement.

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

#### **Candidates**

To register for any Compex course, candidates must provide the following information:

- Full Name
- Date of Birth
- Current Address
- Telephone number
- E mail Address
- National ID Number/Passport/Driving Licence for Identification Purposes
- Qualifications
- Employment History
- Employers Endorsement Letter (where applicable)
- Photograph (for the purposes of the CompEx ID Card)

Any prospective candidate that fails to provide the required information will be unable to undertake any CompEx assessments or receive Certification.

## **Registered Instructors/Assessors**

For any applications for a position as a Registered Instructor, Assessor or both, applicants must provide the following data:

- Application
- Full Name
- Date of Birth
- Current Address
- Telephone Number
- E mail Address
- Qualifications
- Curriculum Vitae
- Reference Letters (Previous & Current Employer. Basic references supporting application information)
- National ID Number/Passport/Driving Licence for Identification Purposes to verify true likeness at professional interview

## **CompEx Centre Staff**

- Full Name
- Direct Work Telephone Number
- Direct Work E Mail

## **Service Users**

For any individuals that register with or submit enquires to any of the CompEx services listed below the following data will be requested and stored:

- Name of Individual
- Company Name
- Telephone Number
- E Mail Address
- Type of Enquiry

Services:

- CompEx Website Enquiry Form
- CompEx Certification Verification Portal
- Submission of Enquiry to CompEx Certification Limited via E Mail/Telephone or in Writing

## **How is your information processed and stored?**

- In relation to candidates, Licenced CompEx Centres are required to collect, process, and store the above listed personal data on behalf of, and in compliance with the requirements of CompEx Certification Limited. Centres must hold this data for the period of certification (5 years). Any further data collection or storage that is not detailed above and is not a requirement of CompEx Certification Limited must be agreed between the holding centre and the candidate under Data Protection Regulations. Information is processed via paper based and electronic registration forms which are completed by candidates, processed by the licensed centre, and forwarded to CompEx Certification Limited.

Where applicable, Candidates first name, surname and e mail address will be registered onto the CompEx Learner Management System (LMS) system to provide access to the CompEx Pre-learning material. This service is hosted by an external provider. No further personal or identifiable data will be given to the service provider other than that listed in this paragraph.

- Applications made to the CompEx Certification Limited in relation to becoming a registered instructor or assessor must be accompanied by the documentation listed in the Registered Instructors/Assessors section. However, there is no requirement by the Certification Body for centres to store the data once processed. Application Data is held solely by the Data Controller CompEx Certification Limited and is specific to Instructor/Assessor registration purposes. This data is then held on secure servers and all paperwork is archived under Data Protection Regulations.
- Service User data will be retained solely by CompEx Certification Limited and the JTL Group and will be stored on secure servers under Data Protection Regulations

The CompEx Certification Limited will retain a record of your personal and certification information indefinitely. This is done for verification, validation, registration, and product analysis purposes. We will retain your information in accordance with Data Protection law and regulations.

**Important Note:** It is the sole responsibility of the individual to ensure that their personal details are kept up to date and that CompEx Certification Limited is kept fully informed of any changes. Failure to update and maintain this information will mean that certification cannot be verified.

### **What do we use personal information for?**

We may use the information we hold about you in the following ways:

- Internal Record Keeping
- Verification of Candidates
- Validation of Certification
- Contact you to provide you with information about JTL Group products, services, and developments
- Provide industry information
- Surveys
- If it is necessary to contact you, for any reason relating to the provision of certification
- Use of aggregate information and statistics for the purposes of the development of our sites and services
- Instructor/Assessor Registration purposes
- Registration onto the CompEx Learner Management System
- Contact you directly in relation to our quality assurance processes, investigations, complaints, and appeals

### **Disclosure of your personal information**

We will not sell or license your personal information to any third party. However, we may disclose your personal information:

- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation to do so
- If our business is sold or integrated with another business your details may be disclosed to our advisers and any prospective purchasers and their advisers and will be passed on to the new owners of the business
- In line with the Certification Body Regulations and to support any CompEx Compliance ongoing investigation, Employers may be approached for further information where it is suspected that an individual working for them has made a false or misleading claim to CompEx Certification. Where the Compliance Investigation proves beyond doubt that the individual has made a false or misleading claim to CompEx Certification, then the employer will be informed of the outcome.

## Your Rights

Under the GDPR, you have various rights with respect to our use of your personal data. Details are listed below and clarify these rights and the contact process for both EU and Non-EU citizens.

We have appointed IT Governance Europe Limited to act as our EU representative. If you wish to exercise your rights under the EU General Data Protection Regulation (EU GDPR) or have any queries in relation to your rights or general privacy matters, please email our Representative at [eurep@itgovernance.eu](mailto:eurep@itgovernance.eu). Please ensure to include our company name in any correspondence you send to our Representative.

## Removal of personal information

Individuals have a right to have personal information erased and to prevent processing in specific circumstances as detailed below:

- Where the personal information is no longer necessary in relation to the purpose for which it was originally collected/processed
- When the individual withdraws consent however this will result in any current certification being withdrawn
- The personal data must be erased to comply with a legal obligation

The right to remove personal information does not provide an absolute 'right to be forgotten'.

There are some specific circumstances where the right to removal does not apply and CompEx Certification Limited would provide details as to why on request.

## Access to information

You have the right to request a copy of the information we hold about you at any time by contacting us at:

Non-EU Citizens - [privacy@jtlimited.co.uk](mailto:privacy@jtlimited.co.uk)  
EU Citizens - [eurep@itgovernance.eu](mailto:eurep@itgovernance.eu)

We will send you a subject access request to fill and return to us. There is no fee applicable to this request, however, a 'reasonable fee' will be applied when a request is manifestly unfounded or excessive, particularly if it is repetitive.

## Amendments and corrections

We will correct any inaccuracies to the personal information we hold about you on request. Please contact:

Non-EU Citizens - [privacy@jtlimited.co.uk](mailto:privacy@jtlimited.co.uk)  
EU Citizens - [eurep@itgovernance.eu](mailto:eurep@itgovernance.eu)

## Unsubscribing

You may unsubscribe from marketing communications at any time by contacting us at:

Non-EU Citizens - [privacy@jtlimited.co.uk](mailto:privacy@jtlimited.co.uk)  
EU Citizens - [eurep@itgovernance.eu](mailto:eurep@itgovernance.eu)

Please state clearly in the correspondence that you wish to opt out.

## Changes to our privacy statement

Any changes we may make to our privacy policy in the future will be posted on this page.