

## Introduction

This Privacy Notice describes how Cert-ain Certification Ltd. collect and process the personal data provided to us in accordance with the requirements of data protection law.

## Who we are and what we do

Cert-ain Certification Ltd. is a [UKAS](#) accredited certification body serving the UK building services engineering industry. We are responsible for developing a range of assessments, qualifications and training courses from nationally agreed criteria and for approving centres to deliver them.

Candidates successfully completing our assessments and courses are subsequently issued with a recognised Cert-ain Certification Ltd. certificate. Where appropriate, we will also upload the certification details to the relevant industry registration body e.g. Gas Safe Register or OFTEC.

## The data we collect about you

### Candidates

If you are a candidate for a Cert-ain Certification Ltd. training course, qualification or assessment, we will only collect personal data about you that is relevant to your related activities e.g. your name, photograph, National Insurance number, postal address, email address, telephone number, evidence of previous qualifications, relevant work experience, the training course and/or qualification that you are undertaking and/or the outcomes of the assessment of your performance.

### Others

We also collect personal data about those involved in the delivery of Cert-ain Certification Ltd. training courses, qualifications and assessments. These include trainers, assessors, verifiers, invigilators and centre managers. The personal data we collect will only be relevant to the roles and responsibilities carried out on behalf of Cert-ain Certification Ltd.

### Website Visitors

We may gather information about your computer to obtain statistical information regarding the use of our website. This information does not identify your personal details and is only used to analyse interactions with our website. Information about your general internet use may be gathered using a cookie file downloaded to your computer. You can decline cookies by activating the appropriate setting on your browser.

## How we use your data

The personal data we collect is used to:

- fulfil the requirements of our contractual agreement with you;
- communicate with you regarding the delivery of the requirements detailed in the contractual agreement;
- deliver the Cert-ain Certification Ltd. training courses, qualifications and assessments;
- administer the training and/or certification process;
- award certificates to candidates;
- maintain a record of your achievements and/or competencies;
- monitor and quality assure the delivery of Cert-ain Certification Ltd. training courses, qualifications and assessments;
- investigate issues, complaints, or instances of malpractice or maladministration;
- provide statistical information relating to the outcomes of Cert-ain Certification Ltd. training courses, qualifications and assessments;
- carry out activities that are required of Cert-ain Certification Ltd. by regulatory bodies;
- with your permission, provide you with information relating to Cert-ain Certification Ltd. products and/or services.

## Sharing data

To enable us to perform our functions and discharge our contractual responsibilities, we may share your personal data with:

- government departments and non-departmental government bodies;
- Registration Schemes e.g. Gas Safe and OFTEC;
- Competent Persons Schemes and Micro Generation Certification Schemes (details of competencies and/or qualifications held only);
- colleges and other relevant training establishments that deliver the Cert-ain Certification Ltd. training courses, qualifications and assessments;
- law enforcement and HM Revenue and Customs;
- the general public (details of competencies and/or qualifications held only).

## Personal data retention period

To ensure that Cert-ain Certification Ltd. comply with any regulatory or contractual requirements, we will retain your data for a period of six-years past the certificate or contract expiry date.

You may unsubscribe from marketing emails by clicking on 'unsubscribe' in any unwanted marketing emails we send to you.

## Storage and protection of your data

Our confidentiality and security procedures are designed to protect your personal data from unlawful access and use, loss or removal. Please note that due to the limitations of internet security, Cert-ain Certification Ltd. cannot guarantee the security of personal data submitted to us via our website

## Your rights under the General Data Protection Regulations (GDPR)

The GDPR provides several key rights for individuals:

### The right of access

You can request a copy of your personal data that is held by Cert-ain Certification Ltd. using the contact details given below. To enable us to provide this information, you will need to provide us with evidence to confirm your identity. Providing that the request is not unfounded or excessive, Cert-ain Certification Ltd. will provide you with the data free of charge within one month of receiving the request.

### The right to rectification

If you believe that your personal data is inaccurate or incomplete, please contact Cert-ain Certification Ltd. and providing that the changes are not unfounded or excessive, we will update the data within one-month of receiving the request.

### The right to erasure

You may request that Cert-ain Certification Ltd. erase your personal data if you believe that it is no longer necessary for the purpose which Cert-ain Certification Ltd. originally collected or processed it for, or if there is no overriding legitimate interest for Cert-ain Certification Ltd. to continue processing your personal data.

### The right to restrict processing

You may request that Cert-ain Certification Ltd. restricts the further processing of your personal data. Circumstances when this may apply are in the period that Cert-ain Certification Ltd. is considering a previous request to erase your personal data that you believe is inaccurate or that there is no legitimate interest for us to hold the information.

### The right to data portability

You may request that Cert-ain Certification Ltd. provide you with the data we hold on you in a structured, commonly used and machine-readable form. This allows other organisations to read the data.

### The right to object

You may request that Cert-ain Certification Ltd. stop processing your personal data if you believe that there is no legitimate interest for us to process your data or that your data is being used for marketing purposes.

## Changes to the Cert-ain Certification Ltd. Privacy Notice

This Privacy Notice will be reviewed on a regular basis, please routinely check for any future changes.

## Contact details

Please contact Cert-ain Certification Ltd. if you have any questions about this Privacy Notice or our processing of your personal data. If you wish to complain about our processing of your personal data, please contact us. You can read our [Complaints Policy](#) here. All complaints shall be sent to:

The Certification Manager  
Cert-ain Certification Ltd.  
58A High Street  
Melbourne Derby  
DE73 8GJ

Email: [info@cert-ain.com](mailto:info@cert-ain.com)

Further information can also be found on the ICO website <https://ico.org.uk/concerns/handling/>