

ONLINE SELF-ASSESSMENT TOOL STATEMENT

LRQA Group Limited – Privacy Notice concerning the online self-assessment tool available on 27 lrqa.com websites worldwide (UK, US, The Netherlands, Sweden, Germany, Czech Republic, Poland, France, Spain, Italy, Greece, Romania, Turkey, Bulgaria, UAE, Singapore, Indonesia, India, Malaysia, Thailand, Australia, China, Korea, Japan, Mexico, Chile, Brazil).

The purpose of the tool is to give the user the chance to get an idea on the level of compliance they currently have in respect of the ISO standard, have access to their level of readiness to the ISO45001 & ISO27001 standard requirements at the end of the self-assessment, and decide to download the report in pdf or send it to your email address.

You self-register directly online via our webpage, and give them your consent to receive the report based on your answers and communication around services that would mitigate the risks of a non-conformity during your next audit (training courses, gap analysis).

What is the purpose of this Privacy Notice?

LRQA Group Limited takes the security of your personal information very seriously and is committed to ensuring that your personal information is protected at all times.

The purpose of this Privacy Notice is to provide you with a clear explanation about how your personal information is collected and used by us during your interaction with our websites and your rights in relation to your personal information.

Who is LRQA Group Limited?

“LRQA Group Limited” refers to an international group of companies owned by LRQA Group Limited (UK company number 1217474), which is itself owned by LRQA Group Limited. In this instance, the data owners are the entities of the LRQA Group Limited.

How to contact LRQA Group Limited?

If you have any question or enquiry in respect of the self-assessment tool or the data used and the results please contact your local business development contact.

If you have any questions regarding this Privacy Notice or our use of your personal information, please contact our Data Protection Officer by email: dataprotection@lr.org or by post: Data Protection Officer, LRQA Group Limited, 1 trinity Park, Bickenhill Lane, Solihull, B37 7ES, United Kingdom or by phone: (+44) 020 7423 1724.

What personal information does LRQA Group Limited collect?

LRQA Group Limited collects your first name, last/family name, company name, professional email, the level of readiness of your current management system against the ISO45001 & ISO27001 standard requirement, per section of the standard in the following way; by completing the self-registration form on the ISO45001 or ISO27001 webpage, completing the self-assessment analysis – 20 questions with 3 possible answers.

We will not ask for, and do not intend to collect, any sensitive personal information about you.

Why does LRQA Group Limited collect personal information?

LRQA Group Limited needs your personal information in order to send you the readiness report of your current management systems against ISO45001 & ISO27001 standard requirements

after assessment and recommendation about the services that will help you to mitigate the risk of non conformity during your next audit (training course, gap analysis).

This information might be shared with our internal CRM system (Hosted by Salesforce) for commercial and analytics purposes. Your data might be transferred outside of Europe as our CRM is hosted in a Non-European country. In order to provide a co-ordinated Customer relationship strategy for you, results data may be shared across borders within the LRQA Group Limited teams or for a centralized client audit plan. The assessment tool itself is hosted by Heroku, an EU based company, where data is held within the EU. Our host doesn't process any personal data in respect of the services provided.

How is your personal information protected?

LRQA Group Limited will hold your personal information securely using appropriate technical and organisational measures and not disclose your personal information to anyone outside its own group, or to any person or entity outside the United Kingdom and/or the European Union, except and to the extent both: (i) necessary for the purposes stated in this Privacy Notice; and (ii) where it has first satisfied itself that appropriate safeguards are in place to ensure such information will continue to be held and used in accordance with this notice and compliance with the European Union's General Data Protection Regulation (EU 2016/679).

We use service providers to operate our websites, such as website hosting and enquiry functionality, and some of these service providers will process your personal information as part of the services they provide to us. We will ensure that those service providers also comply with this Privacy Notice.

How long does LRQA Group Limited keep personal information?

Your personal information will be kept by LRQA Group Limited for no longer than reasonably necessary for the purposes set out in this Privacy Notice, unless required to be kept longer by law. Typically, data is retained for a period of 6 calendar months before it is automatically deleted from the assessment tool.

What are your legal rights?

You have a number of legal rights surrounding your personal information, including: the right to access and copy your personal information, the right to obtain correction of any inaccurate or incomplete personal information, the right to have your personal information deleted, the right to restrict or object to LRQA Group Limited's processing of your personal information, and the right to withdraw your consent to our processing at any time (i.e. including the right to opt-out of or unsubscribe from communications at any time, either by contacting us at the details provided in this Privacy Notice or clicking the unsubscribe link in the emails that you receive from us, if applicable).

Please contact us if you would like to exercise any of your legal rights. We will respond to any rights that you exercise within one month of receiving your request, unless the request is complex or involves a significant amount of data, in which case we will respond within three months.

How do you lodge a complaint?

If you have a complaint regarding how your personal information has been handled by LRQA Group Limited, please contact LRQA Group Limited's Data Protection Officer, using the details provided above.

You have a legal right to lodge a complaint with a supervisory authority. For LRQA Group Limited, the relevant primary supervisory authority is the UK Information Commissioner's Office (to lodge a complaint or report a concern, please visit: <https://ico.org.uk/concerns/>), however, depending on your location a different National Regulator may be relevant.

Does LRQA Group Limited update the Privacy Notice?

LRQA Group Limited may change the content of this Privacy Notice from time to time without notice to you. You should check this Privacy Notice occasionally to ensure that you are aware of the most recent version that will apply each time you access our websites. This Privacy Notice was last updated on November 2021.