

## Privacy Policy

### 1.0 Overview

UK Assessment Centre Group (hereafter known as "**UK-ACG**") hereby grants you authorised access to the pages on this Website, including all Materials and all Services on or through the Website, conditional upon your agreement to accept the application of local, state, national and/or international law or any regulations having the force of law to govern matters between us in relation to this Website (please refer to the Terms of Use).

This legal notice covers the Materials and Services provided by the **UK-ACG** Website: [www.uk-acg.com](http://www.uk-acg.com) It describes how we collect, protect and use information we receive from visitors to this Website. This Website is owned and operated by UK Assessment Centre Group.

### IMPORTANT LEGAL NOTICE

ATTENTION: This legal notice applies to the entire contents of this Website and to any correspondence between **UK-ACG**, and its approved agents (collectively "us", "we" or "our"), and you. References in this Privacy Policy to "you", "your" or "yours" are to be taken as references to the Website user or visitor, except where stated or where the context requires otherwise. The headings in this Privacy Policy are for convenience, and do not affect their interpretation.

Please read these terms carefully before using this Website or submitting your personal data to us. Using this Website or otherwise submitting your personal data to us or agreeing to submit your personal data to us indicates that you accept the terms of this Privacy Policy. Notwithstanding the provisions of this Privacy Policy a person using the Website or otherwise submitting data to us shall have no greater rights under this policy than the person would have under the applicable laws of their place of residence.

### 2.0 Privacy Policy

By registering with us or by submitting your personal data in any other way, you consent to the collection, use and transfer of your information under the terms of this Privacy Policy. However, if at any time you have any queries or concerns about our use of your personal information, please contact us. Our full contact details are at the end of this notice.

**UK-ACG** is committed to protecting your privacy and to ensuring that we handle any personal data with care, respect and in accordance with legal requirements.

### 3.0 Information Collection and Use

When you visit our Website, we do not require you to disclose any personal information automatically. However, if you choose to ask us for certain information, register with us or notify us of a problem, we will then require specific personal information from you. By participating in these transactions, we may ask you for your name, email address, postal address, postcode, daytime and/or mobile phone number, as well as to create and/or maintain a registered user name and number/password.

When you give us any personal data on or through our Website, you are consenting to its capture for all or some of the following purposes:

- To enable us to provide you with support and a range of free resources.
- To enable us to obtain your views about **UK-ACG** Materials and Services.

- To enable us to complete occasional market surveys or academic research, in which you would have the option to participate in on a voluntary basis.
- To enable us to mail information to you about **UK-ACG** Materials and Services (**UK-ACG** will give you the option to opt-in to receive **UK-ACG** emails or mailings for marketing or informational purposes).

We do not collect information about our visitors from other sources, such as public records or private organisations, or use personal data for any purpose other than those listed above. We will always ask you when we need information that personally identifies you or allows us to contact you. If we wish to use your personal data for a new purpose, we offer you the means to consent by indicating in a box at the point on the Website where personal data is collected.

Access to some Website areas, and certain Materials and Services, may require user registration where you will be required to provide certain additional information. In registering with us, you agree to provide and maintain within reason accurate and up-to-date information about yourself. You may, however, visit parts of our Website anonymously or download certain resources without registering. If you provide feedback on the **UK-ACG** Website, we will only use this information to develop and improve the Website.

#### **4.0 Information Disclosure**

Your personal information will be used solely for the purpose of providing you with any Materials and Services you have purchased or requested; monitoring and improving the quality of our Materials and Services; or for publishing market surveys or academic research. The information you give will be used in accordance with relevant state, national and international legislation covering data protection and freedom of information.

**UK-ACG** will not disclose the information you provide to any third party for any other purpose other than those listed above without your prior written consent, unless we feel such disclosure is necessary or appropriate to (a) comply with a court order or other legal process; (b) protect our rights or property; (c) limit our potential legal liability; (d) enforce other policies that are part of this Website; or (e) comply with an audit request.

Your personal details will not be sold or traded to third parties.

#### **5.0 Security**

The security of your personal information is of great importance to us. **UK-ACG** has industry standard security measures designed to protect against the loss, misuse and/or alteration of the information under its control. These include:

- Secure computer storage facilities.
- Use of firewalls and other measures to prevent others from accessing confidential data or accessing **UK-ACG's** internal networks that store confidential data.

All of our members who have access to and are involved in the processing of personal data are required to respect the confidentiality of our visitors' data. Unfortunately, the transmission of information via the Internet is not completely secure, and we therefore cannot guarantee the security of your data transmitted to our Website; any transmission is at your own risk.

## 6.0 Website Usage Information

### 6.1 Cookies

A Cookie is a small file which is stored on your computer's hard disk when you visit a website and will typically record a user's preferences.

More information about cookies, including how to block them and/or delete them, can be found at <http://www.cookiecentral.com/> and <http://www.AboutCookies.org/>.

If you choose not to accept our cookies, some of the features of our Website may not work as well as we intend.

### 6.2 Log Files

Like most website providers, we analyse server log files to collect statistical information about how our Website is used. This information, which includes browser type, Internet Service Provider (ISP), Internet Protocol (IP) and platform type, helps us to make improvements to the user-friendliness of the Website and resolve issues with its performance.

### 6.3 Browsers

This Website has been tested in different web browsers including:

- Microsoft Edge 20.10240
- Microsoft Internet Explorer 9.0
- Mozilla Firefox Version 19.0.2
- Safari 5.1.7
- Google Chrome Version 26

### 6.3 Protection of Children's Information

We do not publish or collect data that is aimed at children.

### 6.4 Following links to other sites from the **UK-ACG** Website

Our Website may contain links to other sites, mainly those of professional bodies that represent our industry. **UK-ACG** is not responsible for the privacy practices within any of these other sites. You should be aware of this when you leave the **UK-ACG** Website and we encourage you to read the privacy statements on other websites you visit.

### 6.5 User Submissions

Please do not post confidential or proprietary information to our Website. Any material, information or any other communication you transmit or post to our Website will be considered non-confidential and non-proprietary and we will have no liability for it. **UK-ACG** and its designees will be free to copy, disclose, distribute, incorporate and otherwise use the communications in all data, images, sound, text and other things embodied therein for any and all commercial or non-commercial purposes. Users of our Website are prohibited from posting or transmitting to or from this Website any unlawful, threatening, libellous, defamatory, obscene, pornographic or other material that would violate any law (please refer to the Terms of Use).

### 6.7 Retention and Storage of your Information

We generally keep your personal details indefinitely for the purposes that we have mentioned above. However in certain circumstances we may destroy or delete any of your personal information that we hold. Please note that our policies on

privacy will be overridden where we are required or permitted to disclose personal information under law or the terms of any court order.

### **7.0 Access to your Personal Information**

You may contact **UK-ACG** if you would like to gain access to, or modify your personal information held by us to ensure that it is accurate and kept up-to-date. You can write to the address shown below. We will not charge for responding to such a request, unless we incur costs in providing the information, in which case we will communicate the fee in advance of providing the information.

### **8.0 Complaints Resolution**

We are committed to providing a fair and efficient process for handling and resolving complaints concerning the use of personal information. You have a right to complain and to have your complaint dealt with properly and in accordance with legal requirements. We believe that any complaint that we may receive is a valuable opportunity to improve our Materials and Services and to build customer loyalty to our brand.

### **9.0 Severability/Waiver**

If any provision of this Privacy Policy is declared unlawful, void, or unenforceable, then that provision shall be limited to the extent enforceable, or otherwise severed, and will not affect the validity and enforceability of the remaining provisions. Our failure to act with respect to a breach by you or others does not waive our rights to act with respect to subsequent or similar breaches.

### **10.0 Entire Agreement**

This Privacy Policy, together with our Terms of Business, Terms of Use, Copyright Statement and Disclaimer constitutes the entire agreement between you and us in relation to your use of our Website, Materials and Services, and supersedes all previous agreements in respect of your use of our Website, Materials and Services.

### **11.0 Law/Jurisdiction**

This Privacy Policy will be governed by and construed in accordance with English law, and any disputes relating to this Privacy Policy will be subject to the exclusive jurisdiction of the Courts of England and Wales.

### **12.0 Changes to this Privacy Policy**

**UK-ACG** retains the right to change and amend this Privacy Policy by placing an updated version on this page.

Reviewing this page regularly ensures that you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties. Your continued use of the Website, or any Materials or Services accessible through it, after such an updated version has been posted on this page, constitutes your acceptance of the changes.