

	PRIVACY POLICY ISO/IEC 17024:2026- Conformity Assessment – General Requirements for Bodies Operating Certification of Persons	Doc: Ref:	QGC-POL-11
		Issue Date:	01/06/2026
		Rev:	0.0
		Effective Date:	15/06/2026

1. PURPOSE

Quality Group Certification (QGCert) is committed to protecting the privacy, confidentiality, integrity, and security of personal information obtained through its personnel certification, product/process certification, training, examination, and conformity assessment activities.

This Privacy Policy establishes the principles governing the collection, use, processing, storage, disclosure, retention, and disposal of personal information handled by QGCert. It is designed to ensure compliance with the confidentiality requirements of **ISO/IEC 17024:2026**, applicable contractual obligations, and relevant data protection legislation.

QGCert recognizes that maintaining the trust of applicants, candidates, certified persons, clients, employers, training providers, regulators, accreditation bodies, and other stakeholders is fundamental to its certification activities.

2. SCOPE

This Privacy Policy applies to:

- Applicants for certification.
- Examination candidates.
- Certified persons.
- Former certified persons.
- Employers and sponsoring organizations.
- Examination invigilators.
- Examiners and assessors.
- Technical experts.
- Committee members.
- Auditors.
- Employees.
- Consultants.
- Contractors.
- Training providers.
- Website visitors.
- Individuals submitting complaints or appeals.
- Any other person whose personal information is processed by QGCert.

This Policy applies to information collected through:

- Certification applications.
- Examination registration.
- Online portals.
- QGCert website.
- Email communications.
- Telephone communications.
- Physical documents.
- Electronic records.
- Interviews.
- Assessments.
- Surveillance activities.
- Complaints and appeals.

Prepared By: Quality Manager	Reviewed By: Technical Manager	Date: 15/06/2026	Approved By: Head of Certification
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• 3. REFERENCES

This Privacy Policy has been developed in accordance with:

- ISO/IEC 17024:2026 – Conformity Assessment – General Requirements for Bodies Operating Certification of Persons
- ISO/IEC 17065 (where applicable)
- QGCert Quality Manual
- Confidentiality Policy
- Information Security Policy
- Records Management Procedure
- Complaints Procedure
- Appeals Procedure
- Applicable Data Protection and Privacy Laws

4. PRIVACY PRINCIPLES

QGCert processes personal information in accordance with the following principles:

- Lawfulness
- Fairness
- Transparency
- Purpose limitation
- Data minimization
- Accuracy
- Confidentiality
- Integrity
- Accountability
- Security
- Limited retention
- Controlled disclosure

5. INFORMATION COLLECTED

QGCert may collect the following categories of information.

5.1 Personal Identification Information

- Full name
- Photograph
- Date of birth
- Nationality
- Government-issued identification
- Passport details (where required)
- Signature
- Contact details
- Residential address
- Email address
- Telephone number

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5.2 Professional Information

- Employer
- Job title
- Employment history
- Professional memberships
- Professional licenses
- Curriculum Vitae
- Work experience
- Professional references

5.3 Educational Information

- Academic qualifications
- Training records
- Certificates
- Diplomas
- Continuing Professional Development (CPD) records

5.4 Certification Information

- Application forms
- Examination records
- Assessment reports
- Competency evaluations
- Certification decisions
- Certification history
- Suspension records
- Withdrawal records
- Renewal records
- Recertification records

5.5 Financial Information

Where applicable:

- Invoice details
- Payment confirmations
- Billing information

QGCert does not retain payment card information unless required by law or secure payment arrangements.

5.6 Website Information

When visiting the QGCert website:

- IP address
- Browser type
- Device information
- Cookies
- Session information

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- Website usage statistics

6. PURPOSE OF PROCESSING

Personal information is collected solely for legitimate certification and business purposes, including:

- Processing applications
- Verifying eligibility
- Examination administration
- Competency assessment
- Certification decisions
- Certificate issuance
- Certification verification
- Surveillance activities
- Renewal
- Recertification
- Complaint investigations
- Appeals
- Fraud prevention
- Accreditation activities
- Regulatory compliance
- Statistical analysis
- Service improvement
- Communication with applicants and certified persons

Personal information shall never be processed for purposes incompatible with these objectives.

7. LEGAL BASIS FOR PROCESSING

QGCert processes personal information based on:

- Consent provided by applicants.
- Contractual obligations.
- Certification requirements.
- Legal obligations.
- Legitimate interests necessary for certification activities.

8. CONFIDENTIALITY

QGCert treats all personal information obtained during certification activities as confidential.

Confidential information shall not be disclosed to any third party unless:

- Required by law.
- Required by accreditation bodies.
- Required by regulatory authorities.
- Authorized in writing by the individual.
- Necessary for certification activities.
- Required for complaint or appeal investigations.

Whenever disclosure is legally required, QGCert shall, where permitted, inform the affected individual before disclosure.

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9. INFORMATION SECURITY

QGCert implements appropriate administrative, technical, and physical safeguards to protect information against:

- Unauthorized access
- Unauthorized disclosure
- Loss
- Theft
- Destruction
- Modification
- Corruption
- Cybersecurity threats

Security measures include:

- Access controls
- User authentication
- Password protection
- Role-based permissions
- Secure servers
- Encrypted communications (where applicable)
- Secure backup systems
- Antivirus protection
- Firewalls
- Audit trails
- Physical document security

10. ACCESS TO PERSONAL INFORMATION

Access shall be restricted to authorized personnel only.

Access may be granted to:

- Certification Managers
- Technical Managers
- Certification Decision Makers
- Examination Personnel
- Assessors
- Internal Auditors
- Accreditation Assessors
- Regulatory Authorities (where legally required)

Access shall always be based upon operational necessity.

11. DISCLOSURE OF INFORMATION

QGCert does not sell, lease, or trade personal information.

Information may only be disclosed to:

- Accreditation bodies
- Regulatory authorities

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- Government agencies
- Examination providers
- Technical experts
- Certification committees
- Complaint investigators
- Appeal panels

Disclosure shall be limited to information necessary for the intended purpose.

12. PUBLIC INFORMATION

To maintain confidence in certification, QGCert may publish limited certification information, including:

- Name of certified person
- Certification title
- Certificate number
- Certification status
- Issue date
- Expiry date

No additional personal information shall be made publicly available without consent unless required by law.

13. DATA RETENTION

Records shall be retained in accordance with the QGCert Records Management Procedure and applicable legal or accreditation requirements.

Retention periods shall consider:

- Certification cycle
- Recertification requirements
- Complaint investigations
- Appeals
- Accreditation requirements
- Legal obligations

Upon expiry of the retention period, records shall be securely destroyed.

14. DATA ACCURACY

Individuals are responsible for ensuring that information submitted to QGCert is accurate and current.

Certified persons shall promptly notify QGCert of changes affecting:

- Name
- Address
- Employment
- Contact details
- Professional status
- Qualification status

QGCert shall update records without undue delay.

15. RIGHTS OF INDIVIDUALS

Subject to applicable law, individuals may request to:

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- Access their personal information.
- Correct inaccurate information.
- Update personal information.
- Withdraw consent where applicable.
- Request information regarding processing activities.
- Submit complaints relating to privacy.

Certain requests may be limited where information must be retained to satisfy certification, accreditation, legal, or contractual obligations.

16. COOKIES

The QGCert website may use cookies to:

- Improve website functionality.
- Enhance user experience.
- Monitor website performance.
- Analyze visitor statistics.
- Improve security.

Users may manage cookie preferences through their browser settings; however, disabling cookies may affect website functionality.

17. WEBSITE SECURITY

QGCert implements reasonable measures to protect website users against unauthorized access and cyber threats.

Despite these measures, no internet transmission can be guaranteed as completely secure. Users are encouraged to protect their own devices and credentials.

18. INTERNATIONAL DATA TRANSFERS

Where personal information is transferred across international borders, QGCert shall ensure that appropriate safeguards are implemented and that such transfers comply with applicable legal and contractual requirements.

19. BREACH MANAGEMENT

In the event of a personal data breach, QGCert shall:

- Assess the nature and scope of the breach.
- Contain and mitigate the incident.
- Investigate the root cause.
- Implement corrective actions.
- Notify affected individuals and competent authorities where required by law.
- Maintain records of the breach and actions taken.

20. RESPONSIBILITIES

Managing Director

- Approves the Privacy Policy.
- Ensures organizational commitment to privacy.

Quality Manager

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- Monitors implementation.
- Conducts internal audits.
- Reviews compliance.

Information Security Officer / IT Administrator

- Maintains technical safeguards.
- Protects electronic information.
- Monitors cybersecurity.

Certification Personnel

- Maintain confidentiality.
- Use personal information only for authorized purposes.
- Report suspected privacy breaches.

Certified Persons and Applicants

- Provide accurate information.
- Notify QGCert of relevant changes.
- Protect their own login credentials and account information.

21. POLICY VIOLATIONS

Failure by employees, contractors, committee members, or other authorized persons to comply with this Policy may result in:

- Corrective action.
- Suspension of access rights.
- Disciplinary action.
- Contract termination.
- Legal action, where applicable.

22. COMPLAINTS

Any person who believes their privacy rights have been violated may submit a complaint to QGCert. Complaints shall be investigated impartially and handled in accordance with the QGCert Complaints Procedure. Individuals shall not be subjected to discrimination or retaliation for raising privacy concerns in good faith.

23. POLICY REVIEW

This Privacy Policy shall be reviewed:

- At least once every twelve (12) months.
- Following changes to ISO/IEC 17024 or applicable legal requirements.
- Following significant organizational or technological changes.
- After major information security or privacy incidents.

Revisions shall be approved through the QGCert document control process.

24. CONTACT INFORMATION

Questions, requests, or complaints relating to this Privacy Policy may be directed to:

Quality Group Certification (QGCert)

Quality Manager / Privacy Officer

Website: www.qgcert.com

Email: info@qgcert.com

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