

APP Privacy Policy

APP is committed to protecting your privacy. At all times we aim to respect any personal data you share with us, or that we receive from others, and keep it safe.

APP complies with its obligations under data protection legislation by keeping **personal data** up-to-date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorized access and disclosure; by ensuring that appropriate technical measures are in place to protect personal data and by guaranteeing total transparency on how we manage your data.

Why we collect your personal data

1. To register you as a candidate with WSET Awards and enable you to sit examinations for WSET qualifications.
2. To administer and conduct your examination, including making arrangements for reasonable adjustments and/or special considerations.
3. To communicate with WSET Awards and get your examination results and qualification certificate issued as appropriate.
4. To communicate with WSET Awards to provide you with post-results services such as enquiries against results and appeals and solicit feedback from you on WSET qualifications.
5. To send you information regarding the course or event for which you are registered (or which have registered interest in).
6. To send the study packs, examination results, certificates and pin badges to you by courier (post, mail).
7. To personalize, report on and improve the services and products we provide to you, and to provide you with a best-in-class customer service experience.
8. To send you marketing communications including information about our qualifications, upcoming events and links to our blogs.

Important to note that all the personal data are passed to WSET. All these data will be handled in accordance with WSET Awards' Data Protection Policy.

If you have any queries about how the information is provided and used, please email the Data Protection Officer, dpo@wsetglobal.com

What personal data we collect

We may collect the following information about you:

- Your name, date of birth, gender and contact details (*this could include your postal address, telephone numbers and email address*);
- Purchases and orders made by you or on your behalf;
- When you set up any account with us, your login credentials;
- Your marketing preferences;
- Your correspondence with us;
- In certain situations, certain categories of sensitive personal data, e.g. information about an individual's racial or ethnic origin or their physical or mental health or condition which we may be required by the WSET's UK Regulator (OFQUAL) to collect in connection with the delivery of WSET qualifications.
- These sensitive information may be required also to support applications for reasonable adjustment and/or special consideration in the context of examinations for WSET qualifications (see APP 'Reasonable adjustments policy' & APP 'Special consideration policy'). In these cases e.g. individual's medical records can be passed to WSET.

We APPs are expected to keep course and student records for a minimum of 3 years and should be able to produce these for inspection by WSET Awards and/or its UK Regulator (OFQUAL) on request. These include the following personal data:

- Candidate enrolment/registration data – for classes and for assessments;
- Class lists and attendance registers;
- Candidate results;
- Student feedback forms;

- Candidate results;
- Requests for Reasonable Adjustments and Special Consideration.

When do we share your personal data?

1. **With core service providers to enable our business to function** We rely on a set of third parties who are governed by contractual agreement to provide us with services that enable our business to run effectively. For example – email marketing services, IT service providers for data storage and business continuity/disaster recovery, banks and clearing houses to process payments, courier services for the delivery of course materials, WSET examiners.
2. **With law enforcement agencies and regulators when required to do so by law** We are required to co-operate with regulators (like the 'Data Protection Authority' (DPA)) and law enforcement agencies (like the police or e.g. the 'Office Central pour la Répression de la Corruption' (OCRC)). Although it does not happen often, regulators and law enforcement agencies can require us to share information with them as part of an investigation, this may include your personal data.

How do we keep your shared personal data secure?

- We conduct a data security review of any third party we are required to share your personal data with to ensure that they meet our high security standards;
- Every company we work with is required to have a contract with us that clearly describes how your personal data is kept secure;
- We will only ever share data specific to its intended use;
- Specific details of what data we have shared is available to you on request.

Data security arrangements

In order to avoid data loss, we will backup data periodically on an external disk that is placed offline in a secure location.