



## DATA PROTECTION POLICY

Sancert respects your privacy and will protect your personal information to the best of our ability. In order for Sancert to assist you with certification and related services, you might have to share information with us. It is important that you trust Sancert to protect your IP and personal information and keep it safe and confidential.

### **The Personal Information we might Collect:**

- While you use the [www.sancert.global](http://www.sancert.global) website, personal information that you may provide to us via our enquiry or customer satisfaction portal will be collected. This IP may be, your name, email address, location of your business or landline telephone or cellular number.
- To send a quote or invoice to you, we might collect your publicly available personal information from the Internet. For example, your address, web address, your LinkedIn page or any other social media site information or registration number.
- To validate an ISO certificate, we will require from the enquirer – Name, Company name and email address. We do not share your ISO certificate or contact information, we only validate your certification by means of letting the enquirer have your company name, certification type, e.g.: ISO 9001:2015 and the expiry date, which we consider as public information.

### **Use of Cookies**

Sancert does not use any cookies to collect your information.

### **Use of Artificial Intelligence**

Sancert does not use any AI software or online AI to process any of our clients data or reports. No information is AI generated, and we do not use any bots to mimic any human activity. We do have a CRM (Customer Relationship Management) system Zoho that we use to improve our process flow, data management and services. This is all managed on secure encrypted data cloud services. \*.zoho.eu: EU (European) DC.

### **How we use your Personal Information**

We may use your personal information to:

- respond to your enquiries,
- send you a quote for our products or services,
- verify your identity,
- provide you with our services or products,
- invite you to complete a customer survey,
- invite you to attend events we hold,
- send you newsletters with notifications of new products and services or upcoming events.

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- send you marketing material (including electronic communications) relating to other products or services that you might be interested in. You can unsubscribe from our newsletter at any time and thereafter we will not market to you.

### **Disclosure of Personal Information**

We do not, under any circumstances sell or share your personal information and therefore we will not disclose your personal information to anyone except as provided in this policy.

- It may be necessary for us to disclose or transfer your personal information to suppliers, or sub-contractors in order to provide you with our ISO products or services. This will be made transparent at all times and recorded on our audit plans so that you are aware of who will be assessing your documents.
- We will need to disclose your personal information to Sancert employees who require it to do their jobs. We make sure they are aware of and take their confidentiality obligations seriously. They are contractually bound to keep all confidential information confidential. All Sancert staff and sub-contracting auditors have signed confidentiality NDA's with Sancert and have been notified of consequences if the NDA is breached.
- As we are an accredited Certification Service Provider, we are audited from time to time by our Accreditation Body, and thus they might randomly pull your customer file for review. The Accreditation body have signed NDA with us.
- There may be situations where the law requires us to disclose your personal information. In all other situations, we will not disclose your personal information without notifying you and enabling you to object.

### **Security of Personal Information**

We take all reasonable and appropriate measures to keep your personal information secure. For example, we encrypt our laptops and our phones. However, we cannot guarantee the absolute security of it. We back-up all your personal information on a regular basis in Google Cloud Services as well as on OneDrive and then on a hard drive that is safely stored. Information is also backed up on \*.zoho.eu: EU (European) DC our CRM software.

### **Email Inspection**

We will inspect all emails you contact us with via the email addresses that we provide on our website [www.sancert.global](http://www.sancert.global). We do this to check for viruses and reserve the right to monitor and inspect all material and information transmitted over our system. We may also monitor whether you read emails that we send you.

### **Access to and Correction of Personal Information**

You may access and correct, if necessary, your personal information that we hold by emailing us. Sancert have developed and implemented controls for information security that is in line with ISO/IEC 27001:2022 requirements.

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Please feel free to contact our appointed Security Officer at any time if you have any concerns or queries [leon@sancert.global](mailto:leon@sancert.global).

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