



GIC GUIDELINE FOR GENERAL DATA PROTECTION

Guardian Independent Certification Limited (GIC) is dedicated to the vigilant handling and protection of personal data.

This Guideline describes how GIC collects and uses personal data. It applies to the following:

- Potential and certified clients of GIC for the engagement of any types of certification services;
- Delegates attending GIC training courses;
- Subcontractors (tutors, auditors, technical experts and/ or report reviewers) to be engaged/ engaged by GIC, and
- Other stakeholders/ interested parties for any further business dealings.

(I) Types of Personal Data

GIC collects personal data when receiving enquires about GIC services or approached by employee or representative of GIC for the engagement of GIC services. This is usually done through GIC enquiries mailbox, face to face, telecommunication and/or email with GIC employee or with GIC representative. Data to be collected may include but not limited to the following:

- Full name, job title, phone number, email address, residential address, office address, identification number, passport number;
- CV, academic and training certificates, history of auditing and/or training experiences, professional registration;
- Financial and transactional data such as credit card details for payment of service/ course; and
- Any information that has voluntarily shared with GIC such as feedback and opinions of GIC services.

(II) Purposes for Using the Personal Data

Possible use of personal data by GIC may include but not limited to the following:

- Prepare a proposal regarding the certification services or training courses offered by GIC;
- Prepare a subcontractor agreement for the engagement of audit, training, report review, technical advice services;
- Perform qualification of tutors, auditors, technical experts and/ or report reviewers;
- Prepare audit plan, audit reports for the certification service rendered;
- Register of delegates and updating to relevant system;
- Deal with any complaints or feedback; and
- Meet compliance and regulatory obligations and as required by accreditation bodies, training partners, and/ or local authorities.

(III) Who Do GIC Share Personal Data With



- GIC employees via access to client files, subcontractor files, and centralized client database system;
- External service providers such as subcontractors (to carry out third party audits, internal audits, report review, training); IT service providers to set up and maintain GIC systems;
- Potential clients for tendering purposes/ marketing purposes;
- GIC authorized representatives for the conduct of certification services;
- GIC training partners for the delivery of training courses; and
- Accreditation bodies and/ or local authorities as required.

(IV) How Long GIC Keep Personal Data

GIC retains personal data for as long as reasonably necessary to fulfil the original purposes for which it has been collected, and to comply with applicable accreditation, legal and regulatory obligations, a longer retention period may be required or permitted.

(V) What GIC Do to Safeguard Personal Data

GIC follows strict security procedures in the storage and disclosure of information to prevent unauthorized access, loss or destruction of personal data. These may include but not limited to the following:

- Physical safeguards: with locked doors and file cabinets, controlled access to GIC facilities
- Technology safeguards: use of anti-virus and endpoint protection software, and monitoring of GIC systems to ensure compliance with GIC security policies
- Organizational safeguards: provide training and awareness programs on security and privacy, make sure GIC employees and GIC representatives understand the importance and means by which they must protect personal data
- Personnel safeguards: individual employee, subcontractor, service provider, representative, training partner and so on is obliged by GIC Non-disclosure and Confidentiality Agreement

(VI) Your Right to Your Personal Data

GIC is committed to ensuring you can exercise your right of access and you can control your own data.

All requests shall be addressed via GIC enquiry mailbox at enquiries@gicgrp.com:

- **Access to personal information:** you have the right to request what personal data GIC hold about you subject to GIC right to identity verification.
- **Correction and deletion:** You have the right to correct or amend your personal data if it is inaccurate or needs to be updated. You may also have the right to request the deletion of your personal information, however this may not be always possible if it is due to legal requirements and other obligations to keep such data. If GIC is asked to delete your data, GIC may keep some minimal information about you to be able to demonstrate that GIC has fulfilled its obligations.



- **Filing a complaint:** Any complaints about GIC adherence to the practices described in this Guideline shall be addressed as described here. You have the right to lodge a formal complaint with the local authority according to data protection law in UK.

GIC reserves the right to update this Guideline from time to time and this Guideline was first established in May 2018.

GIC undertakes to collect and protect personal data in accordance with UK data privacy requirements.

If you have questions or concerns about your privacy, please write to us:

- By email at enquiries@gicgrp.com or
- In writing, to the relevant GIC authorized representative, using the email address from the contact directory of GIC website at www.gicgrp.com