

## Privacy Policy

### Certification, Licensure, and Academic Admission Test Services

NCS Pearson provides testing services as a service provider to CITB, the sponsor of the CITB testing programmes. The sponsor of a test is the company or organization that offers certification, licensure, or academic admission testing and controls the test(s) that must be taken to secure such certification, licensure, or academic admission. As service provider NCS Pearson may collect or receive personal information from certification, licensure, and academic admission testing candidates. This information is used in order to perform testing services on behalf of CITB, to collect payment for the testing services requested, and to communicate with the candidate about certification, licensure, and academic admission testing and the results of such testing. Providing personal information is voluntary, but necessary if the candidate wishes to receive licensure, certification, or academic admission testing. We will handle and treat all personal information collected and received by us in connection with certification, licensure, and academic admission test registration and administration in the manner outlined in this Privacy Policy.

- **Safe Harbour and Data Collection in the European Union Member States.**NCS Pearson adheres to the U.S. Commerce Department's SafeHarbour principles for personal information collected in the member states of the European Union in connection with the delivery of certification, licensure, and academic admission testing services. As such, NCS Pearson uses reasonable precautions to protect personal information from unauthorized use, access, disclosure, alteration or destruction. These precautions include appropriate physical, electronic and managerial procedures. For further information, see [www.export.gov/safeharbor](http://www.export.gov/safeharbor). This means that NCS Pearson is dedicated to provide a high level of privacy protection, as defined by European Community law, for this information. NCS Pearson is also committed to compliance with the decisions of the European Community Data Protection Authority in collecting and handling this information. Unless we provide specific notice and obtain your consent, NCS Pearson does not collect or process any sensitive information, as defined by the Safe Harbour scheme, in connection with certification, licensure, or academic admission testing services.
- **Personal Information Collected.** The personal information that we collect or receive in registering a candidate ("you") for certification, licensure, or academic admission testing services include: name, address, email address, phone number, fax number, credit/debit card information, company and title. We may also collect or receive the following additional information at registration or in the testing process, as necessary or appropriate: language, date of birth, employment information, previous examination history, education information, and source of financing for the examination. For candidate verification and identification

purposes, we may collect all or part of a government-issued identification number and mother's maiden name. When a computer based certification test is administered to you, we may collect and score your test responses and then derive a test score and generate a report about your certification test results. Depending upon CITB and/or test security requirements, we may collect your signature, photographic imagedigitally when you arrive at a test centre to take a certification, licensure, or academic admission test and you may be audio- and video-taped while taking the test.

- **Aggregation of Non-Person-Specific Data.** We may statistically aggregate in non-person-specific form test responses and other information collected in the certification, licensure, and academic admission test registration and delivery process and transfer this information to CITB. Such aggregated non-person-specific information may be used for quality control, operations management, security and marketing purposes and to enhance, develop or improve licensure, certification, and academic admission testing processes, testing services, tests and related products and services. By registering for a test through us, you give your consent to this non-person-specific data aggregation and the use and transmission of this aggregated statistical data as outlined above.
- **Transfer of Information to CITB.** By registering for a test through NCS Pearson, you give your consent for your personal information and information collected from internet service providers (with the exception of your debit/credit card information) to be transmitted by NCS Pearson to CITB from whom you seek certification, licensure, or academic admission. CITB require this personal information so that (a) tests can be correctly administered; (b) certification, licensure, or academic admission can be processed and administered; and (c) candidates can receive further information about licensure, certification, or academic admission testing. For further information about how CITB may use your personal information, please contact CITB.
- **Other Transfer of Information.** In addition to transmitting certain personal information about you to CITB, we may disclose personally identifiable information in the following situations: (a) in response to a subpoena, court order or legal process, to the extent permitted and required by law; (b) to protect your security, or the security of other persons, consistent with applicable law; (c) to address actual or suspected fraud or other illegal activities; (d) in connection with a sale, joint venture or other transfer of some or all of the assets of NCS Pearson, Inc.; (e) to our contractors or agents, including independent testing centres, who are committed or obliged to protect your privacy in a manner consistent with this Privacy Policy. For purposes of validating test and user integrity and security, we may supply audio- and video-tapes of test candidates in a testing centre at a particular time to CITB whose test was being administered at that time in such test centre.

By registering for a test through us, you give your consent for your personal information to be transmitted in the situations outlined above.

- **Independent Testing Centres.** Certain certification, licensure, and academic admission tests are administered through independent testing centres. If you have any questions or concerns about an independent testing centre's collection or use of any of your personal information, please talk to CITB.
- **Information Access and Corrections.** To access and correct the personal information collected under this policy, please contact the NCS Pearson Call Centre or send an email to NCS Pearson [citb.testingcustomerservices@pearson.com](mailto:citb.testingcustomerservices@pearson.com). To protect your privacy and security, NCS Pearson will take reasonable steps to verify your identity before granting access or making alterations.
- **Protection of Credit Card Information.** NCS Pearson uses a secured transmission method for the electronic transmission of credit/debit card information.
- **Resolution of Concerns.** If you have questions or concerns about this Privacy Policy or how we handle personal information, please contact [PearsonVUEContracts@pearson.com](mailto:PearsonVUEContracts@pearson.com) and we will work with CITB or other appropriate parties to address those concerns. If we are unable to satisfactorily address your concerns, you should contact the Data Protection Authority, or other relevant organization, in your area.

### **Information from Children**

This website and our certification, licensure, and academic admission testing services are not directed to children or anyone under the age of sixteen (16), without prior written consent from a parent or guardian. NCS Pearson will not, through this website or through its professional certification test registration and administration process, knowingly collect, maintain or use any personally identifiable information about anyone under the age of sixteen (16), without prior written consent from a parent or guardian.

### **Information Received from Internet Service Providers Through This Website**

This website receives information that is automatically generated by a user's Internet service provider (ISP). This information may include the IP address (a number automatically assigned to a computer by the ISP), the associated URLs, domain types, the browser type used to access our site, the country, state and telephone area code, the location of the ISP's servers, the pages of our site that the user views, any search terms entered on this site, and the user's website address and email address. This information may be collected for system administration purposes, to gather broad demographic information and to monitor the level of activity on the site. NCS Pearson does not link IP

addresses to personally identifiable information; however, NCS Pearson reserves the right to link IP addresses and other information supplied by the ISP to personally identifiable information in order to protect the integrity of its systems and for security purposes.

### **Cookies**

Cookies are small text files that a website transfers to your computer's browser. NCS Pearson uses cookies to measure traffic patterns, personalize content and control security. The cookies used supply non-personally identifiable information, but they may identify your computer, browser and Internet specifications.

### **Transmission of Information**

Data collected and received by NCS Pearson in connection with the delivery of certification, licensure and academic admission testing services may be transmitted to the United States and other countries. NCS Pearson's computer operations are currently based in the United States. The Internet is a global environment. By using this site and sending information to us electronically, you consent to trans-border and international transmission of any data that you may choose to supply us.

### **Links to Other Sites**

This site may contain links to other websites on the Internet that are owned and operated by third parties, or by NCS Pearson or its affiliates. The information practices of those websites are not covered by this Privacy Policy, but by their own terms and policies, which you should read carefully. These other sites may send their cookies to users, collect data or solicit personal information. This Privacy Policy applies only to information collected or received in connection with certification, licensure, and academic testing. This Privacy Policy is not intended to apply to other NCS Pearson websites, or other types of information which may be subject to different privacy policies.

### **Changes to This Privacy Policy**

We reserve the right to change the terms of this Privacy Policy from time to time by posting an updated Privacy Policy. We encourage you to review this Privacy Policy periodically for any changes or updates.