



## Privacy Policy

Personal Data Protection Policy for Users

Version 1.0 | June 18, 2026

*QCert360 recognises the importance of effective and meaningful personal data protections when it collects and uses your personal data. We place great value on integrity and are committed to building strong, lasting relationships with you based on trust. This Privacy Policy explains what data we collect, how we use it, who we share it with, how we protect it, and your rights.*

## 01

### Definitions

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#### Personal Data

Any information or pieces of information that could identify you either directly or indirectly — such as email/home addresses, phone numbers, usernames, financial information, IP addresses, etc.

#### User(s)

Any prospects, customers, service providers, partners, subcontractors, candidates and generally anyone who is in contact with QCert360 (referred to as 'you' or 'your').

#### Processing

Any operation performed on Personal Data, whether or not by automated means — including collection, storage, use, disclosure, alteration, restriction, or erasure.

## 02

### Principles for Processing Personal Data

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QCert360 acts as the data controller for personal data collected in the course of its services. We process your personal data in compliance with applicable laws and regulations, including the GDPR where applicable. We are committed to:

- Obtaining and processing your personal data fairly and lawfully;
- Collecting personal data for specified, explicit and legitimate purposes only, and not processing it in a manner incompatible with those purposes;
- Processing only personal data that is adequate, relevant and not excessive in relation to the purposes for which it is obtained;
- Ensuring your personal data is accurate, complete and kept up-to-date;
- Storing your personal data no longer than necessary for the purposes for which it was collected, in accordance with applicable legislation and limitation periods.

## 03

### What Personal Data We Collect & Why

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Depending on your interactions with QCert360, we may collect and use your personal data in the following contexts:

Context	Data Collected	Purpose	Legal Basis
Service Subscription	Name, email, postal address, phone, transaction & payment info	Process subscription, manage payments, handle disputes	Contract performance
Service Provision	Name, email, phone, service details, platform access credentials	Deliver requested service, manage commercial relationship	Contract performance
Supplier / Partner Agreement	Name, email, postal address, function, company, phone, billing data	Create supplier files, manage contracts, orders & invoices	Contract performance
Newsletter & Marketing	Name, email, function, company, phone	Send marketing communications, run analytics, improve services	Consent / Legitimate interest
Website Browsing (Cookies)	Pages visited, visit duration, IP address, browser & device info	Ensure website functionality, security, statistics & personalisation	Legitimate interest / Consent
Enquiries	Name, email, job title, company, phone, country, enquiry details	Answer requests, connect with relevant services, run statistics	Contract / Consent / Legitimate interest
Job Applications	Name, contact details, CV, qualifications, interview notes	Search profiles, build CV database, assess candidates	Legitimate interest / Consent / Pre-contract

## 04

### Notification & Consent

In certain circumstances, QCert360 asks for your prior consent before collecting, using or disclosing your personal data, particularly when:

- You wish to subscribe to our newsletter or receive commercial communications;
- We use non-essential cookies or similar tracking technologies on our website;
- You ask us questions about our services;
- You wish to submit your profile for our candidate database.

You may withdraw your consent at any time by using the opt-out mechanism provided at the point of data collection or by contacting us at the details provided in Section 9 of this Policy.

## 05

### Who Receives Your Personal Data?

Your personal data may be accessed by the following parties:

- **Internal teams:** Authorised QCert360 personnel who require access to fulfil their duties, on a strict need-to-know basis.

- **Trusted service providers (data processors):** Third parties who carry out services on our behalf — such as hosting, database maintenance and marketing services. They are contractually bound to process your data only as instructed and to maintain equivalent security standards.
- **Other third parties:** Where necessary to protect rights or safety, in the event of a merger or asset sale, to comply with a legal obligation, or with your prior consent.

## 06

### Where Is Your Personal Data Stored?

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QCert360 may transfer personal data across borders as part of its operations or when working with service providers located in other countries. Any international transfer of personal data is carried out securely and lawfully — either to countries with an adequate level of data protection as recognised by relevant authorities, or under appropriate contractual safeguards (such as Standard Contractual Clauses).

## 07

### How Long Is Your Personal Data Retained?

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We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected. Our key retention criteria include:

- Service subscribers: for the duration of the contractual relationship and thereafter in line with applicable limitation periods;
- Enquiries: for the period needed to process your enquiry;
- Marketing: until you unsubscribe, request deletion, or after a period of inactivity as defined under local regulations;
- Cookies: for as long as necessary to achieve their purpose, in line with applicable guidance;
- Job applicants: in accordance with the applicable statutory limitation period.

## 08

### How Is Your Personal Data Protected?

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QCert360 is committed to keeping your personal data secure. We implement appropriate organisational and technical measures to protect your data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access. We also contractually require that all service providers handling your data on our behalf maintain equivalent security standards.

## 09

### Your Rights

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Under applicable personal data protection laws, you have the following rights regarding your personal data:

- **Right of access & information:** The right to be informed about how your data is processed, and to obtain a copy of the data we hold about you.
- **Right to rectification:** The right to have inaccurate or incomplete personal data corrected.

- **Right to erasure ('right to be forgotten')**: In certain circumstances, the right to request deletion of your personal data.
- **Right to restriction of processing**: In certain circumstances, the right to limit how we process your data.
- **Right to data portability**: The right to receive your personal data in a structured, machine-readable format and to transmit it to another controller.
- **Right to object**: The right to object to processing based on legitimate interests, on grounds relating to your particular situation.
- **Right to withdraw consent**: Where processing is based on consent, the right to revoke that consent at any time.
- **Right to lodge a complaint**: The right to contact the relevant Data Protection Authority regarding our data practices.
- **Right to post-mortem instructions**: The right to give instructions concerning the use of your data after your death.

To exercise any of these rights, please use the contact details in Section 10 below. We may ask for proof of identity before processing your request.

## 10 Contact Us

If you have any questions about this Privacy Policy, the way we handle your personal data, or wish to exercise any of your rights, please contact us:

<p><b>QCert360 — Data Privacy Team</b></p> <p><b>Email:</b></p> <p><b>Website:</b></p>	<p>For all privacy-related enquiries</p> <p>privacy@qcert360.com</p> <p>www.qcert360.com</p>
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## 11 Updates to This Policy

QCert360 may update this Privacy Policy at any time to reflect changes in our practices or applicable laws. When we do, we will revise the version number and date at the top of this document and notify you as appropriate through our website or by direct communication where required.

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*This Privacy Policy was last updated on June 18, 2026. Version 1.0*