

LanguageCert's Commitment to Your Privacy

Your Privacy is extremely important to us and we want you to have a safe and hassle-free experience visiting this website (www.languagecert.org / www.languagecert.gr), or www.peoplecert.org, and/or its affiliate electronic services (e.g., passport.peoplecert.org, candidate.peoplecert.org, webcandidate.peoplecert.org, webates.peoplecert.org, reports.peoplecert.org).

We have created this Privacy Policy to prove our commitment to your privacy and security online. This Policy describes how PeopleCert Qualifications Ltd (hereinafter referred to as "LanguageCert", we", "our", or "us") collects and uses information from the visitors of this website, the users of its affiliate electronic services, and candidates ("USERS").

We request that you read this Policy carefully and if you have any questions or concerns, please email info@languagecert.org. By visiting our website or using its affiliate electronic services, you are agreeing to our Privacy Policy and accepting the practices described within this Policy.

1. Your Personal Information – How We Collect It and Use It

LanguageCert provides certification services as an Awarding Organisation. We collect information in different ways from our USERS. We primarily use this information to provide you with a good online experience and to ensure the validity of the certification process. Providing Personal Information is voluntary, but necessary if you wish to receive certification testing (i.e. take part in our exams). We will handle and treat all Personal Information (i.e. name, surname, address, email, phone numbers, photo ID) collected and received by us in connection with certification process and exam administration in the manner outlined in this Privacy Policy. Some of our products and services may be offered to our USERS in conjunction with an affiliate, contractor or other partner. To facilitate this, some information may need to be collected and maintained for the period of time necessary or for as long as the law requires. In these circumstances you will be notified or contacted separately in advance before such information is collected.

LanguageCert reminds you that you have the right to access, amend and delete your Personal Information. To exercise such right, please email ChiefSecurityOfficer@peoplecert.org.

We do not share, rent, forward, exchange or otherwise pass on any information about our USERS, unless otherwise stated or in special circumstances presented within this Policy.

LanguageCert will allow authorised and approved business partners, who make up part of the operation of our electronic services website and the certification process, certain access to names, user names, addresses, telephone numbers, e-mail addresses and examination results for the purposes of providing excellent customer service and ensuring that services are delivered correctly on time. In such cases all information will only be used for a given purpose and never for the purposes of marketing alternative companies' products and services.

LanguageCert will also use aggregated information (such as test statistics but not the names of those involved in the certification process) to assist in the running and the assessment of the certification process. We may also use such aggregated information for marketing purposes such as generating advertisements.

LanguageCert holds a Registry, where the details of all certified persons are registered. Furthermore, LanguageCert as an Awarding Organisation holds a publicly available Certificate Verification Service at our official website www.languagecert.org / www.languagecert.gr. Through this Service every certificate holder or third party (e.g. employers) is able to confirm the authenticity and accuracy of the details included in the certificate (indicatively and not restrictively, name and surname of the certificate holder, date of certification,

certification level) by entering the serial number of the relevant certificate.

2. Customer Support Services

LanguageCert offers 24/7/365 customer support to both organisations and individual Candidates, through email, online chat and telephony. When a USER sends us an e-mail enquiry then that e-mail address is always used to respond to that particular enquiry. Phone calls and online chat conversations may be recorded for training and monitoring purposes and as part of our efforts to continuously improve our service to our customers. According to our Privacy Policy recordings are retained for a maximum period of fifteen (15) days.

3. Surveys and Electronic Communications

From time to time LanguageCert may run surveys, polls and similar initiatives to request information from its USERS. Participation in these surveys is always voluntary and is very important because the outcomes directly assist us in improving our products, services and operating practices. Your personal information and responses will always remain strictly confidential. The results of surveys and polls may be aggregated and summarised or otherwise made generic for marketing purposes and business reasons. This aggregated information will never contain personally identifiable information. All aggregated information, conforming to the above conditions, may be shared with other third parties. Occasionally LanguageCert may contact you via electronic means (i.e. email, sms) for the purpose of informing you on new products and services offered.

4. Cookies

We use ASP.NET implicit cookies with the aim to optimize user experience, enhance security and combat fraudulent and/or malicious web activity. The cookies we use supply non-personally identifiable information, about your login status. By using this site, you agree to the collection and use of information in accordance with this Policy. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use parts of this website.

Additionally, with the aim to improve the content, functionality and structure of this site, we use Google Analytics to collect information about how visitors use this site. Also, we use the Google AdWords service, with the aim to provide you with customised offerings which suit your interests and preferences. Google anonymously collects information such as age, gender, geographical location, webpage views and other website visits. You can manage cookie preferences through your Google account at any time, by going to Google Account Settings and editing your preferences. In order to opt out of being tracked by Google Analytics you can visit the relevant Google page.

5. Online Purchases

LanguageCert offers products, exams and services for purchase remotely and electronically. Payments are processed securely by our selected payment processor LanguageCert does not store, process or have any visibility of any credit or debit card information. This information is provided by customers to our selected payment processor at the time of purchase.

6. Third-Party Sites and Services

This website may link to third party websites at any time. LanguageCert is not responsible for the privacy practices or the content of any third-party websites. Please note that your use of these third-party websites is completely at your own risk.

7. Disclosure

LanguageCert may disclose Personal Information about USERS, only where reasonably required to do so, and for any reason, in circumstances where, at our sole discretion, we believe it is reasonable to share such information, including: satisfying laws, regulations and other legal requirements, or government or legal requests for such information. In certain circumstances disclosure to a third party may also occur as necessary to identify, contact, communicate with, or bring legal action against someone who is considered to be violating the Privacy Policy or [Terms and Conditions of Use and Service](#), or to protect our business or the USERS and customers of LanguageCert.

8. Data Security and Integrity

We use reasonable precautions to protect Personal Information from unauthorised use, access, disclosure, alteration or destruction. These precautions include appropriate physical, electronic and managerial procedures in compliance with ISO 27000 international standard about the information security. We also comply with the data protection law of the European Union and decisions of EU member state Data Protection Authorities in collecting and handling this information. We may transfer or store your data outside the European Economic Area, in compliance with the EU Data Protection Directive and this Privacy Policy (including by working with US partners who comply with the EU-US Privacy Shield). We are dedicated to providing a high level of privacy protection.

9. Amendments to Privacy Policy

Any changes we make to our Privacy Policy will appear on this page. We will keep our Privacy Policy updated, so please be sure to visit this page frequently so that you are aware of any updates we make.