



## Our contact details

<b>Name</b> Certificato IWZ FZCO	<b>Branch italiana</b> IWZ CERT SRL
<b>Address</b> DSO-IFZA Properties DUBAI Silicon Oasis	<b>Indirizzo</b> Corso del Popolo, 133 - 30172 - Mestre (VE)
<b>Phone</b> +971502475030	<b>Tel.</b> +39 3927002142
<b>E-mail</b> <a href="mailto:info@certificatowz.ae">info@certificatowz.ae</a>	<b>E-mail</b> <a href="mailto:info@iwzcert.it">info@iwzcert.it</a>
<b>Web address:</b> <a href="https://certificatowz.ae/">https://certificatowz.ae/</a>	

## The type of personal information we collect

We currently collect and process the following information from costumers and their stakeholders:

- Name, business address, job title, e-mail address, telephone number, employer name;
- Business CVs provided by customers which may contain personal details such as home address;
- Details of qualifications & training records;
- Details of education;
- Case files containing personal data.

## How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for the following reasons:

- To prepare a proposal for you regarding the services we offer;
- To provide you with the services as set out in our Certificate agreement with you or as otherwise agreed with you from time to time;
- To undertake any conformity assessment services we provide to you;
- To deal with any complaints or feedback you may have or are involved with;
- To meet our compliance and regulatory obligations and as required by tax authorities or any competent court or legal authority;
- For marketing to you;
- Training and performance monitoring of our staff;
- For the administration and management of our business, including recovering debts and archiving or statistical analysis;
- Seeking advice on our rights and obligations, such as where we require our own legal advice.

We may share this information with:

- Third parties whom we engage to assist in delivering the services to you, such as IT providers, data storage providers, payroll suppliers and public relations advisers.
- Agents, advisers, intermediaries you advise us to share your data with;
- Our professional advisers where it is necessary for us to obtain advice and assistance, such as lawyers, accountants, auditors;
- Debt collection agencies and credit referencing agencies;
- Relevant accreditation scheme owners, regulatory authorities or law enforcement agencies, subject to your agreement via a waiver of confidentiality.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information is **Your consent**. You are able to remove your consent at any time. You can do this by contacting [\[info@certificatowz.ae\]](mailto:info@certificatowz.ae)

### How we store your personal information

Your information is securely stored. We will only retain your personal data for as long as reasonably necessary to fulfil the relevant purposes set out in this Privacy Policy and in order to comply with our legal and regulatory obligations. Please contact us if you would like further information regarding the periods for which your personal data will be stored.

### Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at [\[info@certificatowz.ae\]](mailto:info@certificatowz.ae) if you wish to make a request.

### How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [\[info@certificatowz.ae\]](mailto:info@certificatowz.ae).

DATE: \_\_\_\_\_

COMPANY: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_