



opc assessment

Practice Tests

Privacy Notice for
Consumers Ordering
Practice Tests

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OPC Assessment Limited (**we**) are registered in England and Wales under company number 4026260 and have our registered office at One Wellstones, Watford, Hertfordshire, WD17 2AE.

1. What is the purpose of this document?

- 1.1 This privacy notice sets out the basis on which we collect and process your personal data when you purchase a practice test from us.
- 1.2 If you have any questions about this privacy notice, please contact admin@theopc.co.uk.
- 1.3 If you consider that we have not acted properly when using your personal information you can contact the Information Commissioner's Office: ico.org.uk.

2. Information we may collect from you

- 2.1 We will collect and process the following information about you: your name, address, email address, phone number and if you give us any feedback about the practice tests and our customer service.
- 2.2 Payment is managed by our payment provider so we do not hold billing information such as your credit card details but we may receive a token that references the payment transaction.
- 2.3 If you fail to provide certain information when requested, we will not be able to perform the contract (i.e. provide you with your practice test).

3. Legal basis for us to use your personal information

- 3.1 We will only use your personal information when the law allows us to do so. Most commonly, we will use your personal information:
 - 3.1.1 where it is necessary to perform the contract we have entered into with you (i.e. to send you the practice test);
 - 3.1.2 where we need to comply with a legal obligation; and
 - 3.1.3 where it is necessary for our legitimate interests, or those of a third party, to ensure the smooth running of our or their business. We are allowed to do this as long as our or their activities do not disproportionately intrude your privacy. If you provide feedback, our processing of this information is necessary for the legitimate interest of managing our business and improving our products and services.

4. How we use your information

- 4.1 We will use your information primarily to perform our contract with you. To do this, we will process your personal information in the following situations:
 - 4.1.1 to enable us to process your order;
 - 4.1.2 for legal reasons such as fraud prevention and to check that you are complying with our terms and conditions and to enforce our legal rights; and
 - 4.1.3 we may also process feedback you provide to us on our products and services.



5. Sharing your information

5.1 We may share your information with third parties as follows:

- 5.1.1 if we sell or buy any business or assets, in which case we may disclose your personal information to the prospective seller or buyer of such business or assets; or
- 5.1.2 if we have a legal obligation to do so or for the purposes of fraud protection and credit risk reduction.

6. Where will we store your personal information?

6.1 Any personal information that you submit to us will be held on secure servers, based within the UK or the European Economic Area (EEA).

7. How long will we use your personal information for?

7.1 We only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal information, we consider the amount, nature and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements.

8. Your rights in relation to our processing of your personal information

8.1 You have the right to:

- 8.1.1 be informed about what we are doing with your personal information - we do this by providing you with this privacy notice;
- 8.1.2 object to the processing of your personal information;
- 8.1.3 request a copy of the personal information we hold about you and to check that we are lawfully processing it;
- 8.1.4 request correction of the personal data that we hold about you if it is incorrect;
- 8.1.5 ask us to delete the information that we hold about you where there is no good reason for us continuing to process it;
- 8.1.6 to ask us to stop processing personal information where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground;
- 8.1.7 ask us to restrict how we use your personal information for a period of time if you claim that it is inaccurate and we want to verify the position, or if our processing is



unlawful but you do not want us to erase your personal information, or for some other limited circumstances; and

- 8.1.8 ask us to send another organisation information that you have provided to us in a format that can be read by computer.
- 8.2 If you want to exercise any of your rights, please contact admin@theopc.co.uk .
- 8.3 We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights).
- 8.4 If you ask us to restrict our use of your personal information or delete it, we will not be able to provide you with our services.

