

# Privacy Policy



YES tests Ltd is a company offering educational mock examination. This privacy policy explains how we use any personal information we collect about you or your child when you use our website.

## **Who We Are:**

YES tests Ltd is registered with Companies House (Number **13891918**). We administer mock exams for 11 plus examinations. YES tests Ltd is owned and directed by Mrs Rebecca White and Mrs Linda Potter, both teachers and directors of YES tests Ltd. YES tests Ltd operates a website at [www.yestests.com](http://www.yestests.com) and is committed to protecting the privacy of information provided by clients.

We keep our privacy policy under regular review.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

## **Data Control:**

Mrs Rebecca White and Mrs Linda Potter are the data controllers for YES tests Ltd.

## **The Lawful Basis for Processing Personal Data:**

YES tests Ltd has a legitimate interest in using the personal data and sensitive personal data we collect to provide our services and to keep in touch with you. We may also ask for information on how you found our service for the purpose of our own marketing research. No information you provide is passed on without your consent. We will never sell your information to others.

## **What information do we collect about you?**

When you/your child are/is a client of YES tests Ltd, we collect information so that we can ensure support is appropriate and relevant to their needs. Your/your child's record is kept confidential within the YES tests Ltd at all times and is only shared with other YES tests staff (including administrators) when they need it to carry out their job. We collect information about you/your child that may include personal or sensitive information, such as: Personal data: basic contact information: name, address, date of birth, gender, email, contact telephone number, online contact details (if required). Web-based data: If you complete a web-based enquiry form, we will also collect any information you provide to us as well as your internet protocol (IP) address. This is automatically supplied by the website software used to offer the form.

## **What we do with your personal information**

At YES tests Ltd we take your/your child's privacy seriously. We will only use your personal information to provide the services you have requested from us. If you do not provide the personal information requested, then we may be unable to provide a service to you. We use the information we collect to: – Provide our services to you/your child. – Process payment for such services.

## **How do we store information about you?**

We are committed to taking reasonable steps to protect any individual identifying information that you provide to us. Once we receive your/your child's data, we make best efforts to ensure its security on our systems. All personal information provided is stored in compliance with EU General Data Protection Regulations (GDPR) rules and data is stored on servers in the United Kingdom.

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### **How long do we store personal information?**

We will only store your personal information for as long as it is required. The sensitive personal data defined above is stored for a period of 7 years after the end of our involvement.

### **Disclosures of your personal data**

We hold information about each of our clients in confidence. This means that we will not normally share your/your child's personal information with anyone else (other than our administrators). External professional advisers (such as our accountant) may be given access to our invoices which will include names of clients.

There may be exceptions to this when there is a need for liaison with other parties: if you would like us to share information about your/your child's assessment with outside organisations that are directly involved with your/your child's care/case, for instance, your child's school, we will require your prior written consent. We will tell you with whom we would discuss your/your child, and what details we would share with them. In exceptional circumstances, we might need to share personal information with relevant authorities: for example, when disclosure is in the public interest, to prevent a miscarriage of justice or where there is a legal duty, for example a Court Order, when the information concerns risk of harm to the client, or risk of harm to another adult or a child. We will discuss such a proposed disclosure with you unless we believe that to do so could increase the level of risk to you or to someone else.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

### **Your legal rights**

You have the right to:

Request access to your personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you (or your child) corrected, though we may need to verify the accuracy of the new data you provide to us.

#### **Request erasure of your personal data:**

This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- If you want us to establish the data's accuracy.
- Where our use of the data is unlawful but you do not want us to erase it.
- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
- You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you



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have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

- Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

### **How can you access your information and correct it, if necessary?**

YES tests Ltd tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' or 'Right of Access' under the Data Protection Act and the General Data Protection Regulation. We will usually share this with you within 30 days of receiving a request. A copy of your personal information will usually be sent to you in a permanent form (that is, a printed copy). You have a right to get your personal information corrected if it is inaccurate. To make a request to YES tests Ltd for any personal information we may hold you need to put the request in writing. We may request further evidence from you to check your identity. We want to make sure that your/your child's personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. Please address these changes to us by emailing: [info@yestests.com](mailto:info@yestests.com)

### **Complaints or queries**

YES tests Ltd tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures. If you do have a complaint, contact us by emailing [info@yestests.com](mailto:info@yestests.com) and we will investigate the matter on your behalf. If you are not satisfied with the response from YES tests Ltd, or believe we are not processing your personal data in accordance with the law, you have the right to raise your complaint with the Information Commissioner's Office (ICO) Contact information ICO:

Website: <https://ico.org.uk/concerns/> Email: [casework@ico.org.uk](mailto:casework@ico.org.uk) Telephone: +44 (0) 303 123 1113

### **Other websites**

Our website contains links to other websites. Our privacy policy only applies to this website and we would encourage you to read the privacy statements on the other websites you visit.

### **Changes to this Privacy Policy**

We keep our privacy notice under regular review and we will place any updates on this web page.

### **How to contact us**

YES tests Ltd is the company that you are supplying your personal information to. We can be contacted by email: [info@yestests.com](mailto:info@yestests.com) or via our website at [www.yestests.com](http://www.yestests.com)