



Privacy Policy

A. Preamble

A.1 Introduction and Purpose of the Policy

This document establishes the policies and procedures regarding safeguarding our clients' private information, as well as general privacy principles IOAS will adhere to during the regular course of business. It is directed to our clients and other interested parties, as it is for their information and benefit, in compliance with the General Data Protection Regulation (GDPR) and other privacy laws as applicable.

A.2 Scope

The policy refers to all principles and procedures involved in receiving, recording, storing, safeguarding, and deleting all client, company, and personal information that IOAS has access to in order to perform accreditation and other related business. It also describes website and newsletter protocol, and copyright laws. Reference is made to the Main database, the security policy PL0107 and IOAS accreditation contracts. For additional, specific policies regarding confidentiality, consult PL0203.

A.3 Definitions

Reference is made to the IOAS General Operating Manual for definitions.

A.4 Distribution

This document is distributed to the IOAS Board and AC when updates are finalised. It is also available on the IOAS website. Staff are informed of changes as soon as they have been finalised.

A.5 Authority and Revision

This policy is approved by the IOAS Executive Director (ED). It is the responsibility of the IOAS Quality Director (QD) to review the appropriateness of the policy from time to time. Its effectiveness in meeting the quality policy of the IOAS will be assessed during Internal Audit and any measures for improvement notified to the Executive Director.

B. Policy

B.1 IOAS Privacy

IOAS is committed to safeguarding the privacy of your information. By 'your information', we mean any information that you or third parties provide to us.

B.2 Use of the IOAS Website and Cookies

B.2.1 We use cookies and web beacons on your device for our website and online Newsletter services, and to collect data.

B.2.2 Cookies and web beacons are small text files or graphic files which are stored on the user's computer when the IOAS website is opened. These are not capable of downloading data from hard drives or of forwarding email addresses or other user data. They allow us to enable our client area, run our searchable

Certification Body Database, combat fraud, and analyse how our website is performing, among other things.

B.2.3 Our website also includes web beacons and cookies from the third-party service providers Google Analytics, Twitter, LinkedIn, and Facebook. IOAS also uses the Twitter “Tweet”, LinkedIn “in”, and Facebook “like” buttons and related cookies to let people easily promote articles to their friends. Please view the privacy policies of these organisations directly. These buttons collect two types of data:

B.2.3.1 Anonymous: Browser Information, Cookie Data, Date/Time, Demographic Data, Hardware/Software Type, Internet Service Provider, Interaction Data, Page Views

B.2.3.2 Pseudonymous: IP Address (EU PII), Search History, Device ID (EU PII).

B.2.4 You have a variety of tools to control cookies, web beacons and similar technologies, including browser controls to block and delete cookies, and controls from some third-party analytics service providers to opt out of data collection through web beacons and similar technologies. Please note that your browser settings may impact your experiences with our products.

B.3 IOAS General Privacy Principles

B.3.1 We will only collect and use your information where we have lawful grounds and legitimate business reasons to do so.

B.3.2 We will be transparent in our dealings with you and will tell you about how we will collect and use your information.

B.3.3 If we have collected your information for a particular purpose, we will not use it for anything else unless you have been informed and, where relevant, your permission obtained.

B.3.4 We will not ask for more information than we need for the purposes for which we are collecting it.

B.3.5 We will update our records when you inform us that your details have changed.

B.3.6 We will continuously review and assess the quality of our information.

B.3.7 We will implement and adhere to information retention policies relating to your information and will ensure that your information is securely disposed of at the end of the appropriate retention period.

B.3.8 We will observe the rights granted to you under applicable privacy and data protection laws and will ensure that queries relating to privacy issues are promptly and transparently dealt with.

B.3.9 We will train our staff on their privacy obligations.

B.3.10 We will ensure we have appropriate physical and technological security measures to protect your information regardless of where it is held.

B.3.11 We will ensure that, when we outsource any processes, the supplier has appropriate security measures in place and will contractually require them to comply with these Privacy Principles.

B.3.12 We will ensure that suitable safeguards are in place before personal information is transferred.

B.3.13 We will not forward personal data to third parties or otherwise grant them access to it unless this is necessary for providing the service which IOAS has been requested to perform. Exceptions to this may arise due to legal requirements such as a court subpoena for criminal investigation or other authorities.

B.3.14 We will retain information collected about you for as long as permitted for legitimate business purposes.

B.4 Information We Collect

B.4.1 If you are an IOAS client, you will have signed a contract with us agreeing to provide us with the certain information. We will only use the information for legitimate business purposes in order to assess and provide accreditation for the schemes you have requested and to calculate fees. These contracts also describe information that we may be obliged to share with authorities. Where you provide information about others (for example, work colleagues) you must ensure that you have their consent or are otherwise entitled to provide this information to us.

B.4.2 If you have subscribed to our email Newsletter list, we will ask for clear consent. Our list is held by Mailchimp and is subject additionally to their privacy policies. We will request your name, organisation, position, email and ask you to classify yourself within an audience group in order to provide the most relevant news. You may log in and unsubscribe or amend your details at any time.

B.4.3 If you are an IOAS business contact and have provided us with your personal details including your name, address, job title, employer and contact telephone or skype details we will store these details in the IOAS Main database which will be available only to IOAS staff for the purpose of legitimate business.

B.5 Changes to the Privacy Policy

IOAS reserves the right to make changes to this privacy policy at any time if such changes become necessary as the result of retrospectively identified omissions, new functions provided by IOAS, or new legal requirements. IOAS informs its registered users of any changes to this privacy policy by sending emails to the email address entered during registration and posting the updated policy on our website.

B.6 Obtaining Further Information on the IOAS Privacy Policy

If you have any questions about privacy at IOAS or wish to request changes to the personal data held by IOAS, please email IOAS at info@ioas.org

B.7 IOAS Website Copyright

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B.9.2 You may link your site to www.ioas.org on the following conditions:

B.9.2.1 You shall not place any content from this site in a frame on your site.

B.9.2.2 You shall not imply that IOAS endorses your site, or any products on your site.

B.9.2.3 You shall not misrepresent the relationship of your site with IOAS.

B.9.2.4 You shall not present false information about IOAS products or services.

B.9.2.5 You shall not use the IOAS trademarks without express written permission.

B.9.2.6 Your site shall not contain material that could be construed as offensive.

B.9.2.7 Your site shall be appropriate for all age groups.

B.9.2.8 You shall indemnify and hold harmless IOAS and staff from any claim brought by any third party arising out of your linking to this site.

B.9.2.9 You agree to immediately remove your link immediately upon request by IOAS, or if you breach any of these conditions.