



QUALIFICATIONS



## Privacy Notice

### Introduction

CIOL and CIOL Qualifications (CIOLQ) treat all personal data received with care and respect to make sure such data remains safe and secure. Under the General Data Protection Regulation (GDPR) you have a right to understand how we use and protect your personal data. We may change this privacy notice from time to time to reflect updates to our privacy practices.

CIOL and CIOLQ, registered office Star House, Star Hill, Rochester, Kent, ME1 1UX, UK, are the data controllers of your personal data and we are registered with the [Information Commissioner's Office](#) (ICO). You can contact us by email:

- CIOL – [membershipteam@ciol.org.uk](mailto:membershipteam@ciol.org.uk)
- CIOLQ – [qualifications@ciol.org.uk](mailto:qualifications@ciol.org.uk)

### What this Notice covers

This Notice covers the membership, qualifications and assessment services we provide. It does not cover any external websites which may be reached from links within our website ([www.ciol.org.uk](http://www.ciol.org.uk)) or via our email communications. In such cases you should read the privacy notice of the site you subsequently visit.

The Notice also applies if you are not a CIOL member and you interact with us, for example, by:

- Applying for membership or registering for a CIOLQ assessment
- Registering for a CIOL event, to attend in person or online
- Contacting our Membership Services or the CIOLQ Client Services Team (CST) by email or any other means
- Using our online website contact form to make an enquiry
- Contacting one of our member networks via our website or by email

## Our lawful basis for processing your data

There are six lawful bases for processing data, details of which can be found on the [ICO website](#). We have determined the following as our lawful bases for processing your data:

**Contract;** we require your personal data in order to:

- Fulfil your membership with us, to make available all services and benefits of membership and to keep in touch with you about your membership. This also applies to those who are in the process of applying for membership in any grade.
- Process and manage your qualification or assessment application and keep you informed about it including any notifications about the exam or assessment itself, your results, your final award and any subsequent enquiries about results and appeals (as applicable).

**Legitimate interests** we will only use your data in ways you would reasonably expect in conjunction with:

- Membership
- Qualifications and assessments
- Study for a language or language specialism such as translating and interpreting
- Working as a language professional or using languages in a professional capacity
- Relevant training opportunities
- Promoting the exchange and dissemination of information on matters of interest to linguists and persons interested in the study and practice of languages in line with our Royal Charter

In addition, if you are a past candidate or past member we may use your personal data to keep you informed of news and other updates. You can opt out of these communications at any time.

## Keeping your data accurate and up-to-date

### Membership (all grades)

CIOL members can view their personal data via their online [My CIOL](#) account where they can make changes directly. Alternatively, you can contact the membership team on [membershipteam@ciol.org.uk](mailto:membershipteam@ciol.org.uk).

### Exams and Assessments

If you are an exam or assessment candidate you will need to advise the CIOLQ Client Services Team of any changes in your personal information by email to [qualifications@ciol.org.uk](mailto:qualifications@ciol.org.uk).

## Retaining data

### Non-members

If you are applying for CIOL membership (all grades) the data you supply in your application will be treated in the same way as the data we hold for CIOL members

### Members and applicants

We will retain and use your data whilst processing your application, whilst your membership is active.

### Former members

If you cease your membership, we are legally required to retain financial data for a minimum of seven years.

### Candidates

To meet regulatory requirements, we are required to retain sufficient evidence of candidates' work and assessment decisions. Details of what information is kept, why it is kept and the retention period can be found with our other CIOLQ policies [here](#).

## Security of data

All membership data is stored securely on our membership database. The systems are hosted domestically in the UK and our contractors are fully compliant with UK hosting requirements and regulations. Staff access to data systems is managed with appropriate access security and two-factor authentication.

Our membership database is fully integrated with our website, through which personal information is submitted; for example, new applicants' information is securely submitted via the CIOL website.

If you are taking an exam or assessment the information you provide on the application form will also be stored on a secure qualifications database.

## **What kinds of personal information do we collect and how will we use it?**

The personal information we collect depends on why you are engaging with us.

### **Membership**

We may collect the following data as part of the membership application process:

- IP address the application was submitted from
- Personal contact details such as title, full name, address, telephone numbers and email address
- Date of birth
- Nationality or nationalities (and previous nationality/nationalities)
- A record of your contact with us e.g. advice given during the application process and as a member
- CV (if submitted as part of the application or membership upgrade process)
- Certificates and transcripts of results
- Evidence of other professional memberships
- Evidence of the type of work you do as a linguist and your work volume
- Details of your native language (s) and your language(s) of qualification

Once admitted to membership, we will use your personal data as outlined above to fulfill our obligations to you and to deliver the benefits associated with being a member. Information detailed above will form the basis of your membership record; we may need to refer to this information from time to time if, for example, you change your category of membership or apply to become a Chartered Linguist for example.

### **Qualifications and Assessments**

We may collect the following personal data as part of the application process:

- Personal contact details such as title, full name, address, telephone numbers and email address
- Your date of birth
- Your current nationality
- Your source language and your target language

Your data above is used to fulfill our obligations to you as an exam or assessment candidate and will form part of your candidate record.

### **General enquiries**

You may also give us your information by:

- completing the Contact Us form on the website
- sending us an email
- booking to attend an online or in person event

However you provide your personal information, we will not pass your details to any other company unless it is in relation to your exam or assessment or to fulfill a benefit or service of membership, such as the fulfilment house we use to distribute CIOL's professional journal *The Linguist*.

When data is passed to a third party, this is always under a formal agreement or legal contract and is on the basis that:

- We will only provide the information needed to perform the specific service
- The third party only uses your data for the purpose or purposes we specify in our agreement or contract with them
- The third party is also complying with current data protection legislation
- We work with IT service companies under contract who support our website and other business systems all of whom meet the relevant UK requirements. We may use your data for analytical purposes, but in such cases the data will be anonymised.

## **Access and your rights**

### **Subject Access Request (SAR)**

A SAR enables you to find out what personal data we hold about you. Personal data, as defined by the Information Commissioner's Office (ICO) is data which relates to a living individual from which the individual can be identified.

If you wish to make a SAR this needs to be made either in writing by email. We may subsequently ask you to complete an online form should the information you are requesting be of a complex nature.

There is no fee for an initial SAR unless the request is of a complex nature or is one of a number of requests relating to the same data subject. In such cases we reserve the right to charge a reasonable fee.

### **What information are you entitled to under a Subject Access Request?**

Under a Subject Access Request (SAR), you are entitled to obtain a copy of your personal data that we hold about you, along with information about how we use, store, and share this data. You can find out more on Subject Access Requests by visiting the [ICO website](#)

## Contacting us

Should you wish to contact us, ask a question or file a complaint about the way we have obtained, stored or used your data, or the way we handle requests for information please contact us on the email addresses below:

### Members and applicants:

- [membershipteam@ciol.org.uk](mailto:membershipteam@ciol.org.uk)

### Exam and Assessment candidates:

- [qualifications@ciol.org.uk](mailto:qualifications@ciol.org.uk)

*This document was last reviewed in November 2024.*