

# Privacy Policy

## Summary

### Scope

This notice provides a summary of the full **PSI** Privacy Statement. Both the notice and the **PSI** Privacy Statement apply to information collected by **PSI Services (UK)** Limited via the [www.lifeintheuktest.gov.uk](http://www.lifeintheuktest.gov.uk) website and in any manner described in the **PSI** Privacy Statement.

### Personal Information

We collect [personal data](#) about you when you register for a Life in the UK Test account. At registration, we will ask you for [sensitive personal data](#) and for your consent to use it for a specific purpose.

We [share](#) some of your personal data with the Home Office, operated by the UK Border Agency (UKBA) and with other third parties where necessary for the delivery of your Life in the UK Test, or for the investigation of any suspected fraudulent or criminal activity.

We use [cookies](#) and other technologies to keep track of how you interact with our website.

### Purposes and Disclosures

We use your personal information to deal with your queries, to provide you with the services you request and for general statistics and research.

We may disclose your information to [third parties](#) who may take over some or all of the **PSI** business in the future.

We may disclose your information to certain [agencies](#).

We will disclose your personal data to the approved testing centre that will be delivering your test.

## **Your Rights**

### **Rectification of Inaccurate Personal Data:**

You have a right to ask PSI to rectify inaccurate personal data it collects and processes and the right to request restriction of your personal data pending such a request being considered. PSI is committed to keeping your Personal Data accurate and up-to-date. Therefore, if your Personal Data changes, please inform PSI of the change as soon as possible or you can amend your details on the website at any time using "My details" on your Life in the UK Test account home page.

### **Withdrawal of Consent:**

Where PSI processes your personal data based on your consent, you have the right to withdraw that consent at any time. Please also note that the withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

### **Right to Object and Right of Erasure:**

You have a right to ask PSI to stop processing your Personal Data, or to request deletion of your personal data (known as the 'right to be forgotten'). These rights are not absolute under the GDPR (as sometimes there may be overriding interests that require the processing to continue, but PSI will consider your request and respond to you with the outcome. When Personal Data is processed for direct marketing purposes, your right to object extends to direct marketing, including profiling to the extent it is related to such marketing. You may object to direct marketing by clicking the "unsubscribe" link in any of our emails to you, or by emailing us at [support@lituk.psionline.com](mailto:support@lituk.psionline.com) at any time.

### **Right to Portability and Right of Subject Access:**

Where PSI processes your Personal Data based on your consent, or where such processing is necessary for entering into or performing PSI's obligations under a contract with you, you may have the right to request your personal data be transferred to you or to another controller. You also have the right to ask PSI for a copy of some or all of the Personal Data it collects and processes about you.

### **Right Not to be Subject to Automated Decision-Making:**

In certain circumstances, PSI may process your Personal Data through automated decision-making, including profiling. Where this takes place, you will be informed of such automated decision-making that uses your Personal Data, be given information on the logic involved, and be informed of the possible consequences of such processing. In certain circumstances, you can request not to be subject to automated decision-making, including profiling.

### **Right to Restriction of Processing**

You have the right to restrict PSI's processing of your Personal Data where your request for rectification of inaccurate Personal Data or your request to object to Personal Data processing is being considered and in certain other circumstances.

### **International Transfers of Customer Personal Data**

PSI shall not (permanently or temporarily) process the Personal Data nor permit any Authorised Sub-processor to (permanently or temporarily) process the Personal Data in a country outside of the EEA without an adequate level of protection as defined in Data Protection Laws other than in respect of those recipients, unless authorised in writing by Customer in advance.

PSI has certified to the EU-US Privacy Shield Program and shall process Customer Data in the United States. When requested by Customer, and to the extent required by applicable Data Protection Laws, PSI shall promptly enter into (or procure that any relevant Sub-processor of Supplier enters into) an applicable agreement for data transfer such as the Standard Contractual Clauses and/or such variation as Data Protection Laws might require, in respect of any processing of Personal Data in a country outside of the European Economic Area without an adequate level of protection.

### **Exercising Your Rights**

You can exercise the rights set out above by contacting us using the details at the end of this document.

## Important Information

Your personal data is protected by UK data protection law. You can find the details for the UK Information Commissioner at <https://ico.org.uk/>.

## How to contact us

To obtain a copy of your personal data, or if you have any queries or concerns about how we handle your personal data, please contact: eAssessments, PO Box 10678, Leicester, LE1 8EY, call freephone number: 0800 015 4245, or email [support@lituk.psonline.com](mailto:support@lituk.psonline.com)

## Full Privacy Statement

By using this website you accept the terms of this privacy statement, the copyright statement and the terms and conditions on this website.

## Our commitment to privacy

This privacy statement explains how **PSI Services (UK) Limited** (referred to as "we", "us" or "PSI") collects information from you via the website or in any manner expressly described in the privacy statement and how this information is then used. When you provide us with your personal data you consent to us processing all such personal data as set out in the privacy statement. Please read this privacy statement carefully and revisit this page from time to time to review any changes that we may have made. If you have any questions, comments or concerns about how we handle your personal information, please ring us on 0800 015 4245 or email us.

Follow the hyperlinks below for more information about our policies and practices in relation to your personal data.

- [The information we collect during the registration process](#)
- [Sensitive personal data](#)
- [How we use the information we collect](#)
- [Sharing your information](#)
- [Statistics](#)
- [Requests for Information](#)
- [Protecting your personal information](#)

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- [Cookies and other technologies](#)
- [Your rights](#)
- [Links](#)
- [Paying for your Test online](#)
- [Other Information](#)

## **The information we collect during the registration process**

When you register for a Life in the UK Test account, you must tell us:

- Your email address;
- Your full name;
- Your address;
- Your date of birth;
- Your nationality;
- Your country of birth;
- Your place of birth;
- Your form of identification you will present on the day of your test;
- The serial number of the identification above;
- Your Home Office reference number;
- Your contact telephone number in case of an emergency.

We use this information to populate the Results Notification Letter printed at the end of your test and which, if successful, you will include within an application for citizenship or indefinite leave to remain.

When you register, you will be asked to give us a password. Your username is your email address.

## **Sensitive personal data**

Sensitive personal data includes details of your:

- Physical or mental health

This is required in order to make a special request for a test session, for example if you have a hearing impairment. If you do not wish to provide this information, you do not have to tell us however we will not then be able to make special arrangements as required and you may forfeit your test fee.

## How we use the information we collect

We use your personal information to:

- answer your queries or complaints;
- deliver our services, for example the Life in the UK Test;
- carry out administration;
- improve the quality of services;
- for general statistics and research;
- for obtaining any relevant professional advice;
- as may be required by law or in connection with legal proceedings (including where we intend to take legal proceedings) or as may be necessary to establish, exercise or defend our legal rights.

## Sharing your information

To achieve the purposes set out in this privacy statement we will need to share your information with our service providers (including our approved testing centres), agents, professional advisors and auditors.

We may also give your information to third parties who may take over part or all of the **PSI** business in the future, but only for the purposes outlined in this privacy statement.

We, or the Home Office, may use your personal data to investigate suspected instances of fraudulent or criminal activity. In doing so we, or the Home Office, may disclose your information to other agencies (e.g. the Police) to establish whether any fraudulent or criminal activity has taken place. We may also contact you for the purposes of any such investigation. See list below outlines all sub-processors.

PSI Sub-Processor Name Grouped by Description	Description
UKCloud	Cloud SaaS, PaaS and IaaS.

## Statistics

We and/or the approved testing centres delivering the Life in the UK Test are required to provide statistics to the UKBA in order that they can carry out checks and for research and statistical purposes. Where

such information is supplied, it is provided in an aggregated manner so that you cannot be personally identified from this information.

However, we may provide information that identifies you (for example, your name, date of birth, address and postcode) to the UKBA where suspected criminal or fraudulent activity has taken place.

### **Requests for information**

If you have not registered as a candidate but are simply making an enquiry or request for information, we will use your personal information to reply to your enquiry or request. We will not use this information for marketing purposes.

### **Protecting your information**

The data controller for the Life in the UK Test service is the UKBA. However, **PSI** takes appropriate technical measures to protect your personal information including making a regular backup of our system and data. We have security measures in place to make sure any personal information we collect is secure. Your account is password protected and all information including your password is on a secure server, which only a limited number of employees and sub-contractors can access. All parties with access to your information are subject to confidentiality obligations. If you think someone else knows your password, or is using it, tell us immediately and change your password using the "change my password" option under 'My Details' within your Life in the UK Test account.

Even though we take appropriate technical steps to protect your security, you should remember that data transmission over the internet cannot always be guaranteed as 100% secure so you use the website at your own risk.

### **Keeping your personal data**

We keep personal data:

- for as long as is necessary to fulfil the purposes we collected it for;
- as required by law; or
- to enforce or defend legal claims.

Sometimes we will keep information that you have deleted, for example where you have changed your address. We will keep this information for a reasonable time.

## Cookies and other technologies

### Cookies

Cookies are small text files which are sent to your browser by a web server and stored on your personal computer's hard disk. We use cookies on our site to:

- Cut down the number of times you have to type in data;
- To track visitor usage;
- Check the compatibility of your system with some of our services.
- The cookies on the website do not collect your personal information.

You can disable cookies but, if you do, you may not be able to use certain features on our site and you may need to enter your password more frequently. If you want to know how to remove cookies from your browser, go to the ['All about Cookies'](#) website.

#### Cookies List

##### *First party cookies*

Cookie Name	Purpose	Duration	Domain source	Category
JSESSIONID	Maintains the session	Expires when the browsing session ends	www.lituktestbooking.com	Application
NSC_Tljmmtuftucpljoh-443	Scrambles the server name on netscaler	Expires when the browsing session ends	www.lituktestbooking.com	Server

### Transparent gif files

Some of our webpages may contain invisible electronic tags that allow us to count users that have visited certain pages. To find out more

information about electronic tags, go to the ' [All about Cookies](#)' website.

## **Links**

Our website contains links to other websites. We are not responsible for the privacy policies of other sites and we advise you to read the privacy statement of every website that collects personal information from you.

## **Paying for your test online**

When you pay for your Test online, you will be asked for:

- Details of a credit or debit card;
- An email address; and
- A contact telephone number.

The details relating to your credit or debit card are collected by:

### **Barclays Bank PLC**

Barclaycard collects credit or debit card details over a secure link. We do not collect them and they are not made available to us or our Agents or Resellers. Barclaycard will use the personal information you provide to process your online payment and to refund any monies due to you if you cancel your Test in line with the terms and conditions on this Website. When you make a payment online, Barclaycard will use industry standard software, which encrypts your information. For further details about the security of this information, please refer to Barclaycard.

## **Other information**

You should note that if our business (or any part of it) is sold or transferred at any time, the information we hold may form part of the assets transferred although will still only be used in accordance with this privacy statement.