

# Introduction

This privacy statement explains how **PSI Services (UK)** Limited (referred to as "we", "us" or "**PSI**") collects information from you via the website [www.lifeintheuktest.gov.uk](http://www.lifeintheuktest.gov.uk) or in any manner expressly described in this privacy statement and how this information is then used. Including personal information supplied or collected for the purposes of the Life in the UK Test, Test Account, Registration, Payment, or gathered as part of the process of taking the Life in the UK Test.

The Home Office is the controller for this information and **PSI** is the processor.

This privacy statement reflects your rights and lets you know how we will look after and use your personal information. This includes what you tell us about yourself during registration, validation and during the testing process.

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

- How we gather and use your personal information
- Information that we collect
- Statistics and research
- Which other organisations we share data with
- How long we keep your personal information for
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**PSI** takes appropriate technical measures to protect your personal information and duty to safeguard and ensure the security of your personal information. We do that by having systems and policies in place to limit access to your information and prevent unauthorised disclosure. Your account is password protected and all information including your password is on a secure server. Access to your personal data is restricted to staff who undertake this processing as

their task and must have appropriate security clearance and fulfil the business need for accessing the information; their activity is subject to audit and review

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.

## **How we gather and use your personal information**

We are only allowed to use, gather and share personal information where we have an appropriate legal basis to do so under the UK General Data Protection Regulation (UKGDPR).

The legal basis for the processing of your data for the purpose of the Life in the UK Test is Article 6 (1) (e) that is, that the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller. This is a core function of The Home Office and therefore a government function.

This may include, physical or health information. 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.

All processing is carried out in the course the government's official functions with appropriate safeguards.

Ways in which we may gather and use your personal information include:

- you register for the Life in the UK Test;

- to verify your information, documents and identity;
- carryout administration;
- to keep in contact with you;
- to improve the service;
- for general statistics and research;
- we receive allegations or intelligence from law enforcement agencies and others involved in preventing crime and fraud;
- we are notified of a relevant criminal investigation;
- answer your queries or complaints;
- 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;
- to maintain the integrity of your test.

### **Information that we collect**

- Your email address;
- Your full name;
- Your address;
- Your date of birth;
- Your nationality;
- Your country 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;
- Passport style photograph taken at the test centre before you take your test.

### **Statistics and research**

We and/or the approved testing centres delivering the Life in the UK Test are required to provide statistics to the Home Office 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.

### **Which other organisations we share data with**

We will also share data for some or part of the services including law enforcement to prevent fraud and to assist other organisations in delivering their statutory functions.

These include, for example:

- sharing data with law enforcement agencies working on crime in relation to investigations and prevention initiatives;
- it may be necessary to share data with The Home Office to ensure the prevention of fraud and corrupt acts and to ensure that any instances or allegations of these are investigated and dealt with effectively, including collusion, imposters, exam cheating or any other activities that affect the integrity of the Life in the UK Test;
- we will disclose your personal data to the approved testing centre that will be delivering your test;
- internal and external auditors;
- third party service providers (sub-processors), see list below:

Sub-Processor Name	Description	Privacy Policy	Data Location
UKCloud	Cloud SaaS, PaaS and IaaS.	<a href="https://ukcloud.com/legal/">https://ukcloud.com/legal/</a>	UK
AWS	Cloud SaaS, PaaS and IaaS.	<a href="https://aws.amazon.com/privacy/">https://aws.amazon.com/privacy/</a>	EU
Microsoft	Hosting services, IAAS, PAAS, SAAS, O365, Data Analytics, Dynamics, Application Monitoring.	<a href="https://privacy.microsoft.com/en-gb/privacystatement">https://privacy.microsoft.com/en-gb/privacystatement</a>	EU, US

## How long we keep your personal information for

We keep personal data:

- as per our contract with the Controller;
- as required by applicable law.

## 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.

## **Your Rights**

You have certain rights under the law with regards to how your personal information is processed. These rights are:

- The right to be informed how your personal information is being used.
- The right of access to your personal information.
- The right to rectification if your personal information is incorrect.
- The right to erasure your personal information. (Where the law permits this)
- The right to restrict processing of your personal information
- The right to data portability.
- The right to object to how your personal information is used.
- Rights in relation to automated decision making and profiling.
- The right to withdraw your consent.

If you feel that your personal information has been handled incorrectly or you have a complaint about how your personal information is processed then you have the right to complain, see details at the end of this document.

### **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.

### **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 UKGDPR (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.psonline.com](mailto:support@lituk.psonline.com) at any time.

### **Right of Subject Access:**

You have the right to ask **PSI** for a copy of the Personal Data it collects and processes about you.

### **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.

## **How to get a copy of your personal information**

You can obtain a copy of your personal data, or if you have any queries or concerns about how we handle your personal data, please contact:

**Address:** eAssessments, PO Box 10678, Leicester, LE1 8EY

**Telephone:** freephone number: 0800 015 4245

**Email:** [support@lituk.pSIONline.com](mailto:support@lituk.pSIONline.com)

## Data transfers outside of the UK and EEA

**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 or UK without an adequate level of protection as defined in UKGDPR other than authorised in writing by The Home Office in advance.

**PSI** has entered into an intra-group transfer agreement committing to compliance with the UKGDPR as set out in the Standard Contractual Clauses and shall process and store Customer Data in the United States. When requested by The Home Office, 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 UK and European Economic Area without an adequate level of protection.

## How to complain

The Home Office has appointed a data protection officer (DPO) to help ensure that we fulfil our legal obligations when processing personal information. You can contact the [DPO](#) for more information.

You also have the right to complain to the Information Commissioner's Office about the way we handle your information or respond to your requests for access to your personal information or the exercise of your other rights under the UKGDPR.

You can contact the Information Commissioner's Office by telephone on 0303 123 1113.

Website: [Information Commissioner's Office](#)

# 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.