

PRIVACY NOTICE

V1.5 1 January 2024

1. INTRODUCTION

“**We**” or “**us**” or “**our**” refers to **Cognadev UK Ltd** and **Cognadev (Pty) Ltd**. Cognadev UK (the Company), is a private company incorporated in accordance with the laws of England and Wales, with company registration number 05565662 and whose registered office is at 2 Jardine House, Harrobian Business Village, Bessborough Road, Harrow, Middlesex, HA1 3EX.

Cognadev (Pty) Ltd (the Company), is a private company incorporated in accordance with the laws of South Africa with company registration number 1994/009617/07 and whose registered office is at 18B Balmoral Ave, Hurlingham, Sandton, 2196.

“**Companies**” and “**Consultants**” refers to a Company or Individual consultant that has access to Cognadev’s Assessments, Online Delivery Platform (Skylab), as well as the public website.

2. PURPOSE OF THIS DOCUMENT

- 2.1. This Privacy Notice explains how Cognadev uses, processes, and stores personal information when services are rendered to clients and candidates in compliance with the GDPR and other privacy laws and regulations.
- 2.2. This document applies to Cognadev’s Online Systems, including our public website, Skylab, the Online CPP, LOI, VO, MP, CCM and Cliquidity assessments and related products and services.
- 2.3. We recognised that you have rights as a ‘data subject’ and we have an obligation to uphold these. The aim of this notice is to outline how we maintain these rights. It outlines:
 - 2.3.1. How we collect and process your information.
 - 2.3.2. Why we need to process your information.
 - 2.3.3. How you can exercise your rights.
 - 2.3.4. Who to contact in the event you’re unhappy with our data processing protocols.
- 2.4. Personal information includes information relating to an identifiable natural person including biographical information, contact details, views, location, preferences, beliefs, and orientations.

Please read the notice carefully to understand our views and practices regarding your personal information.

3. INFORMATION RIGHTS

3.1. Your information rights:

Right	Explanation
Right to be informed	This encompasses the obligation for us to be transparent in how we collect and use your personal data.
Right of access	You have the right to access your personal data as provided by you when the assessment was done.
Right to rectification	If the information we hold on you is inaccurate or incomplete, you can request us to correct this.
Right to erasure	You can request that we delete or remove personal data where there is no compelling reason for us to continue processing it.
Right to restrict processing	You have the right to request that we cease the processing your data, if: <ul style="list-style-type: none"> ○ You consider it inaccurate or incomplete. ○ Whereas you object to processing and we are considering whether we still have a legitimate interest to process it. ○ Whereas we don't need the data for the original reason, we collected it but may need it to support a legal claim.
Right to data portability	Where you have consented to our processing your data, or where the processing is necessary for us to deliver on a contract, you can request a copy of that data to be provided to a third party in electronic form.
Right to object	You have the right to object to our processing under certain circumstances. For example, you can object to: <ul style="list-style-type: none"> ○ Direct marketing (including profiling), (Not applicable to Cognadev) ○ Processing for purposes of scientific/historical research and statistics

3.2. We will take all reasonable steps to prevent unauthorised access to, or disclosure of any personal information without explicit consent of the data subject or parties involved.

3.3. **If you do not agree with any aspect of this Privacy Notice, you have the right not to continue to use the website, portal and/or the services of Cognadev.**

4. WHAT TYPES OF PERSONAL INFORMATION DOES COGNADEV COLLECT?

4.1. We collect information to provide better services to all our users, we collect information in the following ways:

Information we collect	Why we collect this	How we process this
Information you provide us	This includes the following: names, email addresses, contact information, biographical information, including identification number, date of birth, gender, ethnic or social origin, age, views or preferences, organisational details, and assessment results.	This information is processed before the assessment begins; a biographical page will request the information. The information will then be used to store your results on our database for future use and research. You have the choice to provide the information or not.
Information we get from your use of our services	This includes IP addresses to locate the area in which you are being assessed.	When you start the assessment, it will identify the location in which you are testing, we use this for billing and statistical purposes, as different areas are charged differently.
Cookies and similar technologies	The information we collect using cookies is for location pinpointing, security, and user experience only.	The information is processed when the assessment starts to ensure security and user experience satisfaction.

4.2. By continuing to use the Cognadev website, portal or services, users agree that we may collect, collate, process, store and/or retrieve your personal information ("Collect") for, amongst other things, for the purposes of (i) delivering our services and products, (ii) doing anonymous research and development; and (iii) for later authorised requests for assessment results.

5. HOW WE USE THE INFORMATION WE COLLECT

5.1. People have different privacy concerns. Our goal is to be clear about what information we collect, so that you can make meaningful choices regarding the information you are prepared to provide us with.

5.2. The information collected as per **Section 4** is used in the following manners:

5.2.1. To comply with our contractual agreements and legitimate interests with candidates, companies, and consultants.

5.2.2. We collect the information for anonymous statistical and research purposes, as it is imperative to update norms in the interest of both the candidate and the client.

5.2.3. Information we collect from all our assessments are further for billing purposes. The collection of your location is solely used for billing purposes since we have different pricing structures across the globe.

5.2.4. The information collected from candidates is not used for marketing purposes.

5.2.5. Third parties may be granted access to your data, only with your explicit consent.

6. HOW CAN YOU UPDATE YOUR PERSONAL INFORMATION?

- 6.1. You can update your account details on the Cognadev delivery platform by contacting your Key Account Consultant.
- 6.2. Should you be a Distributor of the Cognadev assessment products, and appoint sub-distributors, agents, or administrators, it is your responsibility to update their information on your account and to ensure confidentiality of all personal data. You will also have access to their activities on your account.
- 6.3. Your Cognadev account can only be accessed via your personal password. It is your responsibility to keep your password confidential. This applies to all users of our delivery platform, Skylab. Cognadev may utilise Multi Factor Authentication (MFA) service to safeguard User access to the Online System. The MFA service may require each User to provide certain contact information to Cognadev. All Users are required to maintain a strict level of privacy on their accounts and MFA service.
- 6.4. If you change your email address, and inform us, we will verify the new email address. Until the new email address has been verified, the old email address will remain in force and effect.
- 6.5. All personal data and assessment results will be stored by us for purposes of anonymous research and support of Human Capital functions.
- 6.6. You can further refer to our **Access to Information Manual** on our website.

7. WHEN WILL COGNADEV COLLECT INFORMATION ABOUT YOU?

- 7.1. Personal information may be collected by Cognadev when you:
 - 7.1.1. Register to make use of the website, portal, or our services;
 - 7.1.2. Complete an assessment;
 - 7.1.3. Register an account;
 - 7.1.4. Register sub-distributors, users, and administrators; and/or
 - 7.1.5. For the purpose of Multi Factor Authentication (MFA).

8. SECURITY MEASURES

- 8.1. The following technical, professional and security measures are implemented by Cognadev to ensure the confidentiality of personal data:
 - 8.1.1. Skylab Consultant is only accessible to Cognadev staff, consultants, and administrators. All passwords are encrypted and not accessible to Cognadev.
 - 8.1.2. Candidate information is only accessible to Cognadev staff, consultants, and in-house administrators.

- 8.1.3. Cognadev does not have access to consultant or administrator's Skylab passwords. Passwords can only be reset via the "forgot password" link.
 - 8.1.4. Our data is encrypted in transit, at rest and when backed up.
 - 8.1.5. Our data is stored in Microsoft Azure where we also run and maintain regular backups.
 - 8.1.6. We use Multi Factor Authentication to sign into the Skylab portal.
 - 8.1.7. Data used for statistics and research is anonymised before it is used for the specific purpose.
 - 8.1.8. The personal data of clients and assessment candidates, including biographical and organisation specific information, is captured via the completion of secure online forms and non-automated means by HR practitioners, consultants, administrators, and assessment candidates. The collection of personal data from other sources does not prejudice the legitimate interest of the data subject.
 - 8.1.9. All users of our products and services need to comply with the obligations imposed by law on the responsible party. The responsible party thus bears the burden of proof for the data subject's consent to access to personal data. If the data subject objects to the processing of personal data, the responsible party needs to comply.
 - 8.1.10. The responsible party must take reasonable steps to ensure information captured is complete, accurate and not misleading. When necessary, records need to be maintained.
 - 8.1.11. Organisations, clients, and consultants who use our products and services thus have to take the responsibility to obtain and store written permission from all assessment candidates or data subjects to access their personal information.
 - 8.1.12. In the case of test candidates that are underage, accredited users of our products and services need to obtain and store written consent from a responsible parent or guardian before capturing any personal data from a minor.
 - 8.1.13. Assessment results will be captured and submitted online to be scored automatically and stored on a cloud-based server. Unauthorised access to the server is prevented via the use of secure passwords. Online backups are completed daily and weekly. Antivirus services are built-in to the server.
 - 8.1.14. The assessment results and reports of candidates as generated by Cognadev can be accessed by authorised and professionally qualified and accredited Human Capital practitioners and consultants using passwords.
 - 8.1.15. Checks of existing assessment results of test candidates will be done by professionally accredited HR practitioners using personal passwords.
 - 8.1.16. Users of our services and products need to ensure the confidentiality of their Cognadev passwords.
- 8.2. The security measures as specified in this document apply to the business activities of the following two companies as registered in South Africa and the United Kingdom:

8.2.1. Cognadev (Pty) Ltd (the Company) is a private company incorporated in accordance with the laws of South Africa, with company registration number 1994/009617/07 and whose registered office is at 18B Balmoral Avenue, Hurlingham, Sandton, Johannesburg, 2196, South Africa. Telephone: +27 11 884 0878, Electronic mail: info@cognadev.com ("**we**" or "**us**" or "**our**") are committed to protecting and respecting your privacy.

8.2.2. Cognadev UK (the Company), is a private company incorporated in accordance with the laws of England and Wales, with company registration number 5562662 and whose registered office is at 2 Jardine House, Harrovia Business Village, Bessborough Road, Harrow, Middlesex, ("**we**" or "**us**" or "**our**") are committed to protecting and respecting your privacy.

8.3. Where there are reasonable grounds to believe that personal information has been accessed by unauthorised parties, we will notify the involved parties as soon as is reasonably possible.

9. WILL COGNADEV SHARE YOUR PERSONAL INFORMATION WITH THIRD PARTIES?

9.1. We will not disclose any personal information to third parties without the permission of the data subject involved in terms of this Privacy Notice.

9.2. With your consent you agree that your information may be used as anonymised and aggregated personal information and may be shared under the following circumstances.

9.2.1. To our holding companies, subsidiary companies, agents, advisers, service providers and suppliers;

9.2.2. *To monitor web traffic:* web servers serving the website automatically collect information about pages you visit;

9.2.3. For statistical and research purposes; and/or

9.2.4. *Government and law enforcement agencies:* where the law requires that we disclose your personal information to a party, and where we have reason to believe that a disclosure of personal information is necessary to identify, contact or bring legal action against a party who may be in breach of the terms or may be causing injury to or interference with (either intentionally or unintentionally) our rights or property, other users, or anyone else that could be harmed by such activities.

9.3. Where there are reasonable grounds to believe that personal information has been accessed by unauthorised parties, we will notify the involved parties as soon as is reasonably possible.

10. USE OF COOKIES

10.1. Cookies are bits of information a website transfers to a user's hard drive for record-keeping purposes. We may place cookies on your computer to store and sometimes track information about you.

10.2. Please note that most browsers are initially set up to accept cookies. If you reset your browser to refuse all cookies, the website / portal will not function properly.

11. USE OF IP ADDRESS

- 11.1. An IP address is a number that is automatically assigned to a computer whenever it is connected to the internet. We log IP addresses, and the location of computers on the internet.
- 11.2. Cognadev does not allow the blocking of IP address visibility via VPN access.
- 11.3. We collect IP addresses for the purposes of system administration, billing and to audit the use of the website or portal. We do not always link IP addresses to personal information, which means that your session may remain anonymous. However, we cannot guarantee that this will always be the case, as it may be necessary to identify a particular user when it is necessary to enforce compliance with the law or these terms, or to protect our website, its users, or other interests.

12. CHANGES TO OUR PRIVACY NOTICE

Any changes we may make to our Privacy Notice will be posted on Cognadev's website (<http://www.cognadev.com>). Please check this regularly to familiarise yourself with the most recent version of this Privacy Notice.

13. DATA PROTECTION OFFICER CONTACT DETAILS:

- 13.1. We recognise that you may have questions on how we process and/or store your data or may want to change either the data we archive about you or how we communicate with you in the future.
- 13.2. If you have given consent for processing, you are free to withdraw such consent. To inform us that you would like to amend your consent status, please submit a request to: info@cognadev.com.
- 13.3. If you have any questions in respect of this notice, or would like to exercise your rights as a data subject (for example, to correct data or to exercise your right to access):
 - 13.3.1. Cognadev, as data controller, can be contacted as follows: info@cognadev.com.
 - 13.3.2. Elmien Toerien as Data Protection Officer can be contacted at etoerien@cognadev.com.
- 13.4. If you are not satisfied with our response to your query, or if you have a further complaint, you may contact The Information Commissioner's Office on +44 1625 545 700 (UK) or the Information Regulator at PAIAComplaints@info regulator.org.za or +27 010 023 5200 (RSA).
- 13.5. You can also contact us at the following <http://www.cognadev.com/contact/> or phone us at: +27 (011) 884 0878.