

1. Purpose

The purpose of this privacy notice (“Privacy Notice”) is to provide you with a clear explanation about how your personal information is accessed and used by us during your interaction with us as part of an assessment, audit or evaluation process (“Assessment”), as well as your rights in relation to your personal information.

We, meaning LRQA and all affiliated group companies, who can be contacted at Suite 1401, Dorset House, Taikoo Place, 979 King’s Road, Quarry Bay, Hong Kong, are committed to respecting your privacy, rights and freedoms and complying with applicable data protection laws.

2. What personal information do we access about you during the Assessment

With full protection measures (see section 4), we may access personal information from you directly or from a third party (such as your employer) during the performance of the Assessment.

The following personal information about you may be accessed by us or provided to us by a third party:

- Identification details – we may access the following information that will allow us to establish your identity which may include:
 - Your full name;
 - Name’s of your family members;
 - Government identification number or other official documents to evidence proof of age;
- Location – we may also access the following information that would include;
 - Work address;
 - Residential address;
- Employment records
 - Staff identification number
 - Salary and payroll information;
 - Work attendance records
 - Employment contracts
- Health status information;
- Immigration status;
 - Passport
 - Work visa
- Insurance details;
 - Health insurance,
 - Workers compensation insurance or equivalent
- Work related records
 - Training records, certifications, education;
 - Emergency drill records;
 - Health and safety records;

Note: the above list is not exhaustive, and we may not access all of the above personal information during a particular Assessment.

3. Why does LRQA access your personal information during Assessments

LRQA needs to access your personal information in order to carry out and complete the Assessments in accordance with the applicable rules, parameters and indicators set out in the Assessment tool. In most cases LRQA will be acting on behalf of a customer to facilitate the Assessment and will process your personal information based on the written instructions from such customer.

4. How is your personal information protected?

LRQA will hold your personal information securely using appropriate technical and organisational measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we do not disclose your personal information to anyone outside our own group, or to any person or entity outside the jurisdiction in which the Assessment is being conducted,

except and to the extent both are: (i) necessary for the purposes stated in this Privacy Notice; and (ii) where it has first satisfied itself that appropriate safeguards are in place to ensure such information will continue to be held and used in accordance with this Privacy Notice.

We use service providers to facilitate the Assessments and store the personal data we access during the Assessments through our scheduling tools (Arivio/SalesForce) and storage and management tools (Microsoft). We will ensure that those service providers also comply with this Privacy Notice. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

5. How long does LRQA keep your personal information

Your personal information will be kept by LRQA for a period of at least 5 years from the day of the Assessment or in accordance with the data retention requirement of the Assessment scheme.

LRQA strives to keep your personal information for no longer than reasonably necessary for the purposes set out in this Privacy Notice, unless required to be kept longer by law. You can at any time indicate your wish for LRQA not to process your data by directly contacting our privacy team at dataprotection@lrqa.com.

6. Your legal rights

You have several legal rights with regards to the handling of your personal information by LRQA, which include:

- The right to access and copy of your personal information;
- The right to obtain a correct for any incomplete or inaccurate personal information;
- The right to transfer your personal information;
- The right to object to the processing of your personal information by LRQA; and
- The right to withdraw your consent to our processing of your personal information at any time.

To exercise the above mentioned rights you may submit a data subject access request (“DSAR”), through the following email, at dataprotection@lrqa.com, and for consent withdrawal requests you may use the following link <https://www.elevatelimited.com/about-elevate/sustainability/privacy-policy>.

7. Lodging complaints

If you have a complaint regarding how your personal information has been handled by LRQA, please contact our privacy team at the contact details listed below.

You also have the legal right to lodge a complaint with a supervisory authority. The relevant regulatory authority in Hong Kong is the office of the Privacy Commissioner for Personal Data, Hong Kong (“PCPD”). To lodge a complaint please visit the PCPD website.

8. Updates to this Privacy Notice

LRQA may change the contents of the Privacy Notice from time to time without prior notice to you. To ensure you are up to date with the latest version of this Privacy Notice, please occasionally check this Privacy Notice so that you are aware of the latest version.

This Privacy Notice was last updated on April 1st, 2024.

9. How to contact LRQA

Should you have any questions regarding this Privacy Notice or our use of your personal information, please contact our privacy team by:

- Email: dataprotection@lrqa.com
- Post: Suite 1401, Dorset House, Taikoo Place, 979 King’s Road, Quarry Bay, Hong Kong