

Global Network Group

Privacy statement

All references in this document are made against the approved (valid) version of the applicable document.

All public documents are published on our websites.

Questions? Contact us!

Complete the question-webform on our website or call:

Germany: +49 (0)2822 961 6053

Netherlands: +31(0)88 0038 780

South Africa: +27 (0)10 900 4749

United Kingdom: +44(0)1904 911 305

Document code: GNG.RD.005.INT

Approved by: ICC Council

Version: V3 – January 2022

Status: Approved



GENERAL CLAUSES

The following applies to this document GNG.RD.005.INT:

1. Document GNG.RD.001.INT List of terms and definitions
2. Document GNG.RD.002.INT General terms and definitions
3. Document GNG.RD.003.INT General clauses for all documents

The before mentioned documents are published on our websites and hereby to be considered as repeated and inserted.

TABLE OF CONTENTS

GENERAL CLAUSES	2
TABLE OF CONTENTS	2
PRIVACY STATEMENT	3
1.General	3
2.Subsidiaries.....	3
3.Consent.....	3
4.Our use of data collected	4
4.1.Using our services.....	4
4.2.Communication.....	4
4.3.Information types and files	4
4.4.Profile file	5
4.5.Certification file	6
4.6.Cookies	7
4.7.Turn off cookies	7
4.8.Usage - purpose	7
4.9.Internal usage.....	7
4.10.Audit and research related usage	7
4.11.Usage by accredited training providers and ambassadors	7
4.12.Sales to third parties.....	7
4.13.Usage by third parties	7
4.14.Changes	7
4.15.Choices for personal information	8
4.16.Edit / unsubscribe newsletter service	8
5.Questions and feedback.....	8

PRIVACY STATEMENT

1. General

We are aware of the trust you place in us. We see it as our responsibility to protect your privacy. On this privacy statement, we will let you know what information we collect when you use our website(s) and service(s), why we collect it, and how we can improve your user experience.

This Privacy Statement applies to the services of Global Network Group. You should be aware that Global Network Group is not responsible for the privacy practices of other sites and resources.

To the Privacy Statement Global Network Group respects the privacy of all users of its site and services. Global Network Group ensures that the personal information you provide is treated confidentially.

2. Subsidiaries

Global Network Group holds various subsidiaries and tradenames, including ADR Platform, ADR Register, ICR Coach Register, and EMCI Register. To all this Privacy Statement apply.

3. Consent

From the moment of filing your application for registration and certification, the (candidate) certificate holder (the applicant) automatically accepts our general conditions and this Privacy Statement.

When visiting our website(s), you, as a visitor, automatically accept and agree to our general conditions and this Privacy Statement.

4. Our use of data collected

4.1. Using our services

When you sign up for any of our services, we ask you to provide personal information. This data is used to perform the service. The data is stored on secure servers with Global Network Group or those of any third party. We will not combine this data with other personal data we have.

4.2. Communication

When you communicate with us, regardless of the communication method, we may retain those communications. Sometimes we will ask for your personal information that is relevant to the particular situation. This makes it possible to process your request and respond to your requests. The data is stored on secure servers with Global Network Group or those of any third party. We will not combine this data with other personal data we have.

4.3. Information types and files

Global Network Group collects data related to the accreditation, certification, and registration of persons, companies, organizations, products, and services.

Global Network Group distinguishes two information types and files, which are:

- data intended for the publication of the public profile(s) of the (candidate) certificate holder (profile file) and
- data intended for the qualification as a certificate holder and maintaining the granted registration and certification (certification file).

Global Network Group holds these information types/files on separate servers.

4.4.Profile file

Global Network Group holds an individual profile file of each certificate holder.

This file contains:

- Name and location details of the company or the location where the business activities are actually executed;
- Phone, fax, and website data.
- Contact form, connected to the personal or company email address of the certificate holder;
- Links to other profiles and information, such as social media, platforms, comparison websites, marketing, and sales channels. Links can be placed/inserted by Global Network Group or the certificate holder;
- Logo's, photo's, information related to the person and the company;
- Other information related to the certification.

Global Network Group pre-fill profiles based on the application form and social-media links. Certificate holders can manage their own profile files, except certificate details.

If the certificate holder holds a valid certificate, the profile file is public.

The profile file is public if the certificate holder's status is put on hold, suspended, or revoked. However, the public status is limited to the maximum of five consecutive years, counted from the moment of putting on hold, suspension, or revoking.

If the certificate holder or Global Network Group ends the certification, or the certification is put on hold, suspended, or revoked, Global Network Group keeps the profile file for an undefined period unless the certificate holder files a deletion request.

4.5.Certification file

Global Network Group holds an individual certification file of each certificate holder.

This file contains:

- All correspondence, documents, and information related to informing about (via campaigns and promotional materials, congratulation messages), qualifying for, and maintaining the certification;
- All correspondence, documents, and information related to the client satisfaction and the (disciplinary) complaint and dispute handling, as far as related to the registration and certification;
- Other correspondence, documents, and information related to the registration and certification.

A certification file is not public. A certification file is confidential. Authorized authorities and supervisors are allowed to perform audits.

A certification file is kept for an undefined period, even after ending the certification, whatever the reason for the ending is.

After ending the certification, the certificate holder can request to delete his/her certification file. Global Network Group is allowed to deny this request, if objections exist, or if authorized authorities or national laws/regulations urge/force thereto. If Global Network Group denies the request, it is bound to motivate the rejection. In any case, if the request is granted, the certificate holder is bound to waive the liability/responsibility of Global Network Group in this regard.

4.6.Cookies

We collect data for research to understand our customers better understand this so that we can tailor our services. This website uses "cookies" (a little text file placed on your computer) to help the website analyze how users use the site. The information generated by the cookie about your use of the website can be transferred to secure servers of Global Network Group or those of any third party. We use this information to evaluate your use of the website, compiling reports on website activity, and to offer relating to website activity and internet other services.

4.7.Turn off cookies

Most browsers are initially set to accept cookies, but you can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, it is possible that some features and services on our and other websites may not function or properly be disabled in your browser when cookies are not accepted or allowed. We reserve all rights.

4.8.Usage - purpose

We do not collect or use the information for purposes other than the purposes described in this Privacy Policy unless we have obtained your consent.

4.9.Internal usage

Global Network Group and ICC Council use the information for internal purposes. All employees are required to respect the confidentiality of your information and data.

4.10.Audit and research related usage

Authorized authorities, supervisors, Global Network Group, ICC Council, or other organizations authorized by the herefore mentioned organizations, are allowed to use data and information for audit and research purposes. Scientific research is included in this regard.

4.11.Cooperation with by accredited training providers and ambassadors

Global Network Group cooperates with accredited training providers and ambassadors.

Accredited training providers and ambassadors are allowed to use information.

In order to facilitate the promotion, and the forwarding of information, of the accreditation, certification and registration, the accredited training providers supply Global Network Group with the names and emailaddresses of the students of the basic professional- and specialization programs/courses.

4.12.Sales to third parties

Global Network Group will not sell information and data to third parties unless specific consent is given by the affected certificate holders.

4.13.Usage by third parties

The information will not be used by third parties unless specific consent is given by the affected certificate holders.

4.14.Changes

This privacy statement is tailored to the use and capabilities of our website(s) and all other communication methods. Any adjustments and/or changes to our website(s), may lead to changes in this privacy statement. It is therefore advisable to consult our disclaimer, general conditions, and this Privacy Statement during every visit. By visiting our website it is legally binding assumed you followed this instruction and noticed. We reserve all rights.

4.15.Choices for personal information

We offer all clients (certificate holders – certified practitioners – accredited or certified organizations & companies) the opportunity to view, change, or delete any personal information that is currently provided to us.

4.16.Edit / unsubscribe newsletter service

At the bottom of every marketing mailing, you will find a (un)subscribe button or instruction. If you want to modify your information or want to get yourself out of our files, please contact us.

5.Questions and feedback

We regularly check whether we meet this Privacy Statement.

If you have any questions about this privacy policy, please contact us.

You can contact us by using the contact form on our website(s), call us at +31 (0)88 0038 780, or send a letter to Global Network Group, for the attention of the Quality Officer, P.O. Box 5530, NL 6802 EM Arnhem, The Netherlands.