ANNEX 1

PROCESSING OF YOUR PERSONAL INFORMATION

The following table explains the types of personal information we may collect, why we use it and the lawful basis on which we rely.

Obtained from	Personal information	Lawful Basis	Why we use it
General e-mails and Webchat	Name, email address/es, contents of emails and associated metadata, IP address, and device, browser or similar technical information.	Legitimate interests. Performance of the contract or taking steps before entering into a contract.	To communicate and exchange information with you. To respond to your enquiries and provide requested information or services. To provide information about our products, services and update with news.
Marketing e-mails	Name, email address/es, contents of emails and associated metadata. We may also collect information through tracking technologies/pixels such as whether and when an email was opened, interaction with links or content, and device, email client or similar technical information.	Legitimate interests. Consent, where required.	To establish, maintain and develop out relationships with you and your organization. To communicate and exchange information with you. To provide information about our products, services and update with news. To measure and improve the effectiveness and deliverability of our communications. You can manage your marketing preferences and unsubscribe from or object to marketing communications at any time.
Phone	Name, phone number, call content, voice recordings and transcripts where calls	Legitimate interests, consent where required, or performance of a contract, depending	To communicate and exchange information with you.

	are recorded or transcribed.	on the purpose and applicable law.	To respond to your enquires and provide services. To record and transcribe certain commercial or other business calls involving customer-facing teams, where appropriate.
Collaboration and communication platforms	Name and contact details, audio and video recording, meeting transcripts, summaries, notes and actions, and other information shared during meetings.	Legitimate interest or consent, where required, depending on the processing activity and applicable law.	To facilitate business communication and meetings. To record and transcribe certain meetings involving customer-facing teams. To manage relationships with clients and prospective clients. To create meeting summaries, notes and follow-up actions, which we use for business related record-keeping, coaching, training, quality assurance and dispute resolution. You may choose not to be recorded during a call or meeting. Automated redaction controls help minimise the incidental capture of special category data.
Social Media	Name, social media handle, company name, photographs, content of posts and messages, and associated metadata.	Legitimate interests.	To communicate and interact with you, respond to enquiries, and manage our business and professional relationships.
Website	IP address, approximate location, device type, URLs, metadata and browsing information. We may also collect information that you provide though our	Where applicable, we rely on exemption from the requirements for consent. For other cookies and similar technologies, we obtain consent	To operate and secure our website. To provide website functionality. To understand and improve the performance of our

	website, including your name, contact details, information submitted through forms and surveys, and marketing preferences.	where required by applicable law. Please see our Cookie Policy for more details	website and your experience. To process forms and respond to enquiries and requests. To understand how our website and digital content is used, where permitted.
Customer and Client relationship management, including LRQA Client Portal	Name, job title, company name, business email address, together with account and authentication information required to access the Client Portal, financial information.	Legitimate interests or performance of a contract, as applicable.	To deliver, manage and support the services requested by you or your organisation. To create, operate and manage your account. To communicate with you, respond to enquiries and provide support. To manage contracts and transactions and maintain appropriate business records.
Customer and Client relationship management, including LRQA Training Portal	Name, email address, contact details (private or work-related), course selection, attendance, course progress and completion status, qualification or results, financial information.	Legitimate interests or performance of a contract, as applicable.	To provide client training services.
Events	Name, company name, job title, contact details, and areas of interest.	Legitimate interests, consent where required, or performance of a contract, depending on the nature of the even and processing activity.	To administer registrations, communicate with participants, manage attendees, deliver the event and provide further information as requested or permitted.
On our Premises	Name, company name, people you are visiting, arrival and departure times, CCTV footage.	Legitimate Interest or performance of a contract or compliance with legal obligation, where applicable.	To manage access to our premises, protect you and others, maintain security, meet applicable health, safety or legal requirements, and prevent

			or investigate suspected fraud or security incidents.
Surveys	Name, contact details, responses	Consent or legitimate interests, depending on the nature and purpose of the survey.	To understand your opinions, obtain feedback, conduct research and improve our services.
Suppliers and business partners	Name, company name, job title, contact details, financial information	Performance of a contract or legitimate interests, as applicable.	To establish, maintain, and administer our business relationships.