

Privacy Policy - Quest App

This policy sets out the basis, under applicable data protection law (including the General Data Protection Regulation (EU 2016/679), on which we will process any personal data we collect from you, or that you or your employer or training centre provides to us through your use of the Quest App platform.

The policy explains the complete information which is collected from the visitors to Quest App. This also explain user options for accessing and managing information and our data security practices. This policy is effective from 2nd of January 2019 and is subject to our Terms of Use.

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A. Why we collect personal information?

- We collect your data to track your learning on Quest App. With the information provided we ensure that we serve you with the correct feedback regarding your performance and other feedbacks.
- Information collected enables us to give you convenient access to our service offerings and products, and may help us tailor your educational experience.
- Information we collect may include: your name, date of birth, email address, login name, etc. We request personally identifiable information when you register on the site or through the application.
- When we refer to “personal data” in this policy, we mean any information relating to you from or in relation to which you may be identified (directly or indirectly). This might include, for instance, your contact details, your biographical details, work & education history, bank details, your preferences & nominations, online identifiers, and factors specific to your physical, mental, economic, cultural or social identity. Your personal data may also include any comments or opinions made by you or about you.

B. Use of information we collect?

Our primary goals in collecting information from and about you are to:

- provide you with all features and functions of the site, the services and the application;
- communicate with you regarding our services and/or application;
- complete a transaction or services (if needed);
- provide all visitors a smooth, efficient and personalized experience while using our site, services and/or application.

Specifically we may use your personally identifiable information for the below purpose;

- To deliver contents, services such as educational programs, information or content that is of interest to you.
- To share the updated information and other new contents or programs from Quest Alliance or other materials;
- To ensure the content you view on site and application are relevant to your needs and interests;
- To help us create and publish content most relevant to you;
- To notify you about a material change to this privacy policy or terms of use, if necessary;
- To allow you access to certain functions or features of our site or application;
- To contact you in response to requests or inquiries we may receive from you.

C. How we protect your information?

- We use reasonable technological and physical safeguards to protect personally identifiable information you provide to us from loss, misuse and unauthorized access, disclosure, alteration and destruction.
- We follow generally accepted industry standards to protect the information submitted to us.
- We also use administrative, physical and technical precautions to help protect the confidentiality, security and integrity of personal information stored on our system.
- We urge you to keep any password for use of the application and/or site in a safe place and not to divulge it to anyone.

D. Disclosure of Information

We may share your personal data with our funders or partners, where necessary or desirable to do so in the course of the provision of services to you, your employer or your training centre.

We may also share your personal data with selected third parties in accordance with this policy, including:

- a. Service providers, for example of IT services, business partners, suppliers and/or sub-contractors, in the course of providing its services to the user or in the course of undertaking product development activities, including the following:
 - Cloud-based data storage systems used by us to operate the Platform as a hosted solution;
 - analytics and search engine providers that assist us in the improvement and optimisation of our marketing activities and the analysis of data supplied via the Platform for contact enrichment and lead generation purposes,
 - government or other law enforcement agencies, in connection with the investigation of unlawful activities or for other legal reasons (this may include your location information).

We require all our third party service providers and all other companies within our group to take appropriate and stringent security measures to protect your personal data in line with our policies. 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 in accordance with our instructions.

We may also disclose your personal data to other third parties in the following circumstances:

- if we sell or buy any business assets or receive investment into our business, we may disclose your personal data to the prospective or actual buyer, seller or investee of such business or assets;
- if Quest Alliance or substantially all of its assets are acquired by a third party, in which case personal data held by us, including your data and data about our customers, suppliers and correspondents will be one of the transferred assets;
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or to protect the rights, property or safety of us, our customers or others.

E. Retention of Data

We will not store your personal data for longer than is reasonably necessary to use it in accordance with this policy or with our legal rights and obligations. For the avoidance of doubt, aggregated and anonymised data and any information other than personal data can be stored indefinitely.

In particular:

For Users: we will retain your personal data for a period of 7 years. After this period, your personal data will be anonymised or deleted.

For Marketing Contacts: we will retain your personal data for a period for so long as necessary to continue to provide you with updates or other marketing emails or other communications in circumstances in which you have consented (where necessary) or else not unsubscribed to receiving such communications and in which we have a continued legitimate interest in undertaking that marketing.

F. Your Rights

You have the following rights in regards to your personal information:

- Access. You have the right to access information about the personal data we hold about you. We reserve the right to charge a reasonable fee in response to unreasonable or repetitive requests, or requests for further copies of the same information.
- Right to object to processing. You have the right to object to processing of your personal data where that processing is being undertaken by us on the basis of our (or a third party's) legitimate interest. In such a case we are required to cease processing your data unless we can demonstrate compelling grounds which override your objection. You also have the right to object at any time to the processing by us of your personal data for direct marketing purposes.
- Rectification. You have the right to request that we rectify any inaccurate personal data that we hold about you.
- Erasure. You have the right to request that we erase any personal data that we hold about you, based on one of a number of grounds, including the withdrawal of your consent (where our processing of that data is undertaken on the basis of your consent), or if you object to our continued processing

(as mentioned above). This right does not extend to information which is not personal data. Please also note that it is likely to be necessary for us to retain your personal data for the purposes of assessing and verifying data that is submitted and/or held on the Platform, and your rights under applicable law to request erasure may be limited accordingly. We also reserve the right to retain your personal data in an anonymised form for statistical and benchmarking purposes.

- Request to restriction of processing. This enables you to ask us to restrict the processing of your personal data in certain circumstances, for example if you want us to establish its accuracy or the reason for processing it.
- Portability. You have the right to obtain copies of your personal data to enable you to reuse your personal data across different services and with different companies. You may also request that your personal data is transmitted directly to another organisation where this is technically feasible using our data processing systems.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal data is not disclosed to any person who has no right to receive it.

Please note that if you exercise any of the above rights to require us to restrict or cease processing or to delete personal data, and this type of processing is required in order to facilitate your use of the Platform, you will no longer be able to use the Platform following the date on which we action your request. This does not include your right to object to direct marketing which can be exercised at any time without restriction. Please allow at least 5 working days for your request to be actioned.

Save as set out above, your rights detailed above can be exercised free of charge in accordance with applicable data protection laws. Please contact us directly if you would like to exercise any of these rights.

If for any reason you are not happy with the way that we have handled your personal data, you also have the right to make a complaint to the relevant supervisory authority.

G. What we will not do with your data

- We will not share your personal data with any 3rd party other than those described above for any purpose whatsoever without your consent
- We will not share your personal data with any organization who wishes to use this data for political gains for themselves or others or for any form of commercial gain.

H. Changes to our Privacy Policy

Any changes we may make to our privacy policy will be posted on this page and where appropriate may be notified to you by e-mail or advised to you on next login to the Platform. Continued use of the Platform will signify that you agree to any such changes.

I. Questions or Feedback?

By accessing our website, you agree to this Privacy Policy. This document supersedes any prior communication on this topic and reflects the entire and exclusive Privacy Policy for this Site. This Policy is subject to our Terms of Use, which take precedence over any conflicting Policy provision. We may change our Policy by posting a new version of it on our Site.

If there are any questions regarding this privacy policy you may contact us by writing to us at:

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