NET Privacy Notice

Document History

Version History

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National Electrotechnical Training Organisation (NET, we or us) is a registered charity in England and Wales with Charity Number 1068863, address PO Box 78046, London N4 9LN.

1 What is the purpose of this document?

1.1 We are committed to protecting and respecting your privacy. This privacy notice sets out the basis on which any personal data we collect about users of our website www.netservices.org.uk, and others who engage with us, will be processed by us.

1.2 We are a data controller. This means that we are responsible for deciding how we hold and use personal information about you, and for explaining this clearly to you.

1.3 Other parties concerned in the of training and assessments process such as NET licensed Assessors and NET Licensed Assessment Centres may also process your data. Where this is the case, such processing will be completed separately from this policy and in accordance with the policies of the organisation acting as a data controller. This may include but is not limited to when you visit an assessment centre.

1.4 Please read this privacy notice carefully to understand what we do with your personal information and what rights you have in relation to our activities.

1.5 This privacy notice applies to individual candidates that undertake any of our assessments (Candidates), individual assessors (NET Licensed Assessors) put forward by assessment centres (NET Licensed Assessment Centres), staff working for NET Licensed Assessment Centres, visitors to our website who do not register as well as those who do, and all individual contractors and service providers who provide services to our organisation (you).

1.6 To ensure that we explain how the data we handle that may identify you, is processed in accordance with UK Data Protection law or the laws applicable to the country in which you reside. These include but may not be limited to;

1.7 The Data Use and Access Act 2025 (DUAA), The General Data Protection Regulation (UK-GDPR), The Data Protection Act 2018(DPA 18) and the Privacy and Electronic Communications Regulation (PECR).

2 What is personal information and our lawful basis for processing it?

2.1 Personal information means any information relating to an individual from which that person can be identified. There are special categories of more sensitive personal information (known as special category personal information) which require a higher level of protection (see further at Section 4, below).

2.2 We will only use your personal information when the law allows us to. Our principle lawful basis for processing is set out in the table below. However, some of our grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

2.3 We may only rely on our legitimate interests (or those of a third party) to process your personal information, if your interests and fundamental rights do not override those interests. Where we rely on legitimate interests for our processing, we have set out the relevant interest below. We may also rely upon Recognised Legitimate Interest where this is appropriate.

2.4 We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

2.5 Please note that we may process your personal information without your knowledge or consent where this is required or permitted by law.

3 Information we collect from you and about you and how our use complies with the law

1. Candidate Information		
Information	How we use your information	How our use complies with the law
We collect your name, date of birth, National Insurance number and contact details, including email address and mobile number and any other background information relating to the assessment applied for. We collect the name and address of your employer. We process the content of your work undertaken during any NET assessments via our automated system. We generate a NET Certificate Number on completion of the assessment.	To assess your eligibility for the relevant assessment. To register you to undertake the assessment. To award you relevant qualifications and provide you with certification of those qualifications. To confirm whether you are eligible for industry qualified status. To maintain accurate records.	This processing is necessary to perform the contract between us. This processing is necessary to provide our service of administering Assessments of Occupational Competence (AOC) and End Point Assessments (EPA).
We process any information you voluntarily provide to us including any special category data (see further at section 3), with your consent.	At your request. To maintain accurate records.	With your consent.

We process any comments and photographs regarding your assessment work provided by the relevant Assessor regarding your work during the assessment.	To enable us to verify your assessment results, where necessary. To enable us to review and monitor our services to ensure the rigour of the NET end point assessments, and to inform and improve future services.	This processing is necessary to provide our service of administering Assessments of Occupational Competence (AOC) and End Point Assessments (EPA). This processing is also necessary for the legitimate interest of managing and improving our service.
We may share your personal data with the Joint Industry Board	We may share your examination results as well as your name and other identifying information	This is necessary to assist with the application and issuance of the ESC Gold Card. This is a Legitimate Interest of NET Services and can be objected to.

2. NET Licensed Assessor information		
We will obtain the following information from your Assessment Centre: Your name and contact details including email address and phone number. Your experience and qualifications, and information in any CV that you have made available. We process information collected from ongoing monitoring of the assessments you carry out.	To enable us to assess your suitability as an assessor and monitor your performance.	We process this information for the legitimate interest of us approving your appointment as a NET Licensed Assessor. This processing is necessary to ensure the quality of Assessors providing services on our behalf. To provide our service of administering Assessments of Occupational Competence (AOC) and End Point Assessments (EPA).
We process any information you voluntarily provide to us including any special category data (see further at section 3), with your consent.	At your request.	With your consent.

We process your comments on Candidate assessments.	To be able to verify Candidate results. To regularly monitor your performance to assess your continued suitability for the role.	This processing is necessary to provide our service of administering Assessments of Occupational Competence (AOC) and End Point Assessments (EPA). We process the information you provide to us for the legitimate interest of the smooth running of our assessments.

3. Other information		
We process information about the directors and shareholders of NET Licensed Assessment Centres. We will obtain this information from your Assessment Centre.	To carry out our internal due diligence procedures.	This processing is necessary to comply with our legal obligations and otherwise for the legitimate interest of understanding who we are contracting with.
For employees of NET Licensed Assessment Centres we collect your name, job title and business contact information from your Assessment Centre.	To allow us to properly manage our assessments.	This processing is necessary to perform the contract between us and the Assessment Centre. We process this information for the legitimate interest of carrying out our service of administering Assessments of Occupational Competence (AOC) and End Point Assessments (EPA).
For individual employees and other representatives of corporate contacts and suppliers of services to our business, we collect your name, job title and business contact information. We collect this information directly from you or from your employer.	To manage our relationship with you and receive your services.	This processing is necessary to enter and to perform the contract between us and our supplier.
The content of any messages you send us.	To enable us to respond to your queries.	This processing is necessary for our legitimate interest of managing and improving our organisation.
Feedback you provide to us on our past dealings with you.	To review and improve our services.	This processing is necessary for the legitimate interest of managing our organisation and improving our services.

4. Information we collect about users of our website		
Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform via cookies on our website (please see further at section 11, below).	To improve the services, we offer to you and others on our website.	It is necessary for our legitimate interests to ensure the smooth running of our website. You can disable cookies on your browser.

Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and time); pages you viewed or information you searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse- overs), and methods used to browse away from the page.	To improve the services, we offer to you and others.	This processing is necessary for our legitimate interests to ensure the smooth running of our website. You can disable cookies on your browser.

5. Booking system		
For training providers, NET Licensed Assessors and other individuals working at NET Licensed Assessment Centres, we collect your name, email address and login details via our online booking system.	To enable us to book you onto an assessment.	This processing is necessary for the legitimate interest of assigning you to assessments as a NET Licensed Assessor. To provide our service of administering Assessments of Occupational Competence (AOC) and End Point Assessments (EPA).

4 Special category data

4.1 We do not process particularly sensitive personal information as part of our usual course of business. However, we may process information:

4.1.1 relating to a health condition or disability in order to meet our legal obligation to make reasonable adjustments in the provision of our services;

4.1.2 where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent or where consent is not required;

4.1.3 where it is necessary to establish, exercise or defend a legal claim.

4.1.4 where you have manifestly made the information public; or

4.1.5 otherwise with your explicit consent.

4.2 Where you provide information to us voluntarily, we process such information with your consent.

5 Sharing your data

5.1 Your information will not be shared outside NET, used for marketing purposes, or used in any way, except as set out in this notice or where required by law.

5.2 We share your information with third parties as follows:

5.2.1 If you are a Candidate, we share your assessment breakdown, results and overall grade with the training provider and your employer. We also share whether you have passed or failed the relevant assessment, including any information that may affect your eligibility for the award, with the Joint Industry Board for the purpose of verifying your eligibility for an ECS card and, if you consent, for providing any future benefits or other related services provided by JIB. We also share any information to investigate any allegations of breach of process or fraud that may impact your ability to retain your card, or have it removed. This sharing is necessary for the legitimate interest of confirming your eligibility to work in that field.

5.2.2 If you are a NET Licensed Assessor, we share your ongoing performance information (including your observations of Candidates' assessment work) with your Assessment Centre for the purpose of assessing your continued suitability for the role.

5.2.3 We share information with Government bodies and auditors for the purpose of complying with our requirements as a Government licensed and regulated assessment organisation, where required. This includes information relating to any breaches of our internal processes or fraud.

5.2.4 If we transfer or sell the NET business or assets to a third party, we may disclose your personal information to the prospective buyer or transferee of such business or assets.

5.2.5 We will share your information if we have a legal obligation to do so, including for the purposes of fraud protection and credit risk reduction.

5.3 If you object to our sharing or continuing to use your personal data with any specific third party, please contact info@netservices.org.uk

5.4 Wherever data is shared in accordance with section 5.2.1, 5.2.2, 5.2.4 of this document, a valid data sharing agreement in accordance with UK data protection law will be in force.

5.5 We may share your data with third-party service providers, such as our webhost provider and email exchange server and other businesses that provide certain services on our behalf. All of our third-party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes.

6 If you fail to provide personal information

6.1 You are required to provide the personal information set out in the table. This is necessary under our agreement, and without this we will not be able to perform the contract with you.

6.2 We want to be sure that the personal information we hold about you is accurate and current. Please contact info@netservices.org.uk to update your details.

7 Automated decision-making

7.1 Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention.

7.2 We use automated decision making as part of the process to confirm whether or not a Candidate has passed an Assessment of Occupational Competence (AOC) or End Point Assessment (EPA) in accordance with our assessment process set out at: https://www.netservices.org.uk/the-assessment-process/. Part of the assessment is completed entirely online, and the other part is completed using human intervention with results inputted into the system by a NET Licensed Assessor.

7.3 If you disagree with our decision about whether or not you have passed a particular NET assessment, or if you wish to request human intervention (i.e. have someone review the action themselves, rather than relying only on the automated method), please follow the NET Appeals Policy available from: https://www.netservices.org.uk/policies

7.4 We may also use General Purpose Artificial Intelligence (AI) to process some of your personal data. Where this is the case, we will act as the Deployer of AI as defined in the EU AI Act. We will ensure our processing of your data is transparent with as full explanation of how AI is used. Further updates to this type of processing activity will follow

8 Data security

Any personal information that we collect about you will be held on secure servers, based within the UK, the EU or the European Economic Area (EEA). We have put in place:

a) Appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.
b) Procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.
c) Where data is transferred outside of the UK, the transfers will be appropriately safeguarded. We store personal data in the UK, EU or EEA countries. Where data may be stored outside of these locations, we may use the UK transfer Addendum to enable the use of the existing EU Standard Contractual Clauses or the UK International Data Transfer Agreement. In all such cases the use of such safeguards will be subject a Transfer Risk Assessment.

9 How long will we keep your personal information for?

9.1 We will only keep your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

9.2 Where a minimum retention period is required by law (such as retaining records for HMRC purposes) we comply with that minimum period plus up to 12 months to allow time for us to anonymise or delete information in accordance with our internal data management processes.

9.3 For Candidates, we will keep your name, date of birth, national insurance number, NET Certificate Number and assessment date for up to 40 years from the date you complete your assessment, unless you tell us otherwise, plus up to 12 months for our internal processes to securely review and delete inactive records. This is necessary to be able to confirm any industry qualified status you have obtained through NET assessments.

9.4 For Candidates, we will retain your background assessment information for up to 10 years after completion of the assessment, plus up to 12 months for our internal processes to securely review and delete inactive records. This is necessary for our legitimate interest of carrying out our service of administering Assessments of Occupational Competence (AOC) and End Point Assessments (EPA).

9.5 For NET Licensed Assessors and employees of NET Licensed Assessment Centres, we will keep your information for up to 10 years from your last date of engagement with us, unless you tell us otherwise, plus up to 12 months for our internal processes to securely review and delete inactive records. This is necessary to manage our relationship with the Assessment Centre.

9.6 Emails are kept for up to 3 years from the last point of contact on our main systems, plus up to 12 months for our internal processes to securely review and delete inactive records. This is necessary to enable us to monitor performance of our contract with you.

9.7 Information relating to our contract with NET Licensed Assessment Centres may be retained for up to 6 years after termination of the contract, plus up to 12 months for our internal processes to securely review and delete inactive records.

10 Your rights

10.1 Under certain circumstances, by law you have the right to:

10.1.1 Request access to your personal information (commonly known as a "data subject access request"). This enables you to have access the personal information we hold about you and to check that we are lawfully processing it. In accordance with the law, some data we process is exempt from this obligation which may include but may not be limited to, records concerning assessments and other confidential information.

10.1.2 Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

10.1.3 Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below). Please note that if we do so, we will not be able to confirm your qualified status.

10.1.4 Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.

10.1.5 Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

10.1.6 Request the transfer of your personal information to another party.

10.1.7 Withdraw consent in the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we are required to continue to process your information in accordance with another lawful basis which has been notified to you.

Complain to the Information Commissioner's office if you are unhappy with our use of your personal data: you can do this at https://ico.org.uk/concerns/. Do contact us straight away if you consider that we are not handling your personal information properly so we can try and sort the problem out. We have appointed a Data Protection Officer. If you which to speak to them, you may contact them here – Info@hope-may.com - 0330 111 0013

10.2 If you want to exercise any of your rights, please contact info@netservices.org.uk.

10.3 You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

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

11 Cookie policy

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website.

Information about our use of cookies

11.1 A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

11.2 You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our website.

11.3 Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

11.4 We use the following cookies:

11.4.1 to manage your login to the website; and

11.4.2 to optionally remember your username.

12 Google Analytics

12.1 We also use Google Analytics, a web analytics service provided by Google, Inc. Google Analytics sets a cookie in order to evaluate visitors' use of our website.

12.2 For more information on Google Analytics please go to https://www.google.com/analytics/analytics/#?modal_active=none.