



Kiwa UK Group Privacy Policy

Kiwa aims to create trust, which is why your privacy is important to us. In this privacy statement, we will explain to you what kind of personal data we collect, how we collect it and what we use it for.

Kiwa offers a wide range of products and services, to all of which this statement applies. This statement is regularly reviewed and updated as our products and services may evolve.

Kiwa invests in securing your privacy by enhancing knowledge, professionalism and ethics among its employees and contractors, and takes steps to ensure adequate protection for your personal data.

Kiwa UK Group takes IT infrastructure, security and privacy extremely seriously. Our suppliers and supplier personnel and any further third parties involved in the supply of services are required to perform the services in compliance with the policies, standards and requirements set out by Ofgem.

Who are we?

We are one of the major global players in the TIC market (Testing, Inspection, Certification). Together with you, we would like to create trust, quality and progress.

What personal data do we collect?

Kiwa collects personal data to enable us to provide you with our products and services. Personal data collected vary with the nature of the product or service we provide or may provide you with. Commonly, this includes among others your name, contact data such as email address, phone or mobile phone number, (business) location, your age or date of birth and the country you live in. Sensitive information is only processed when explicitly required and within the constraints of the law.

You provide some of this data to us directly by subscribing to newsletters or other regular information from Kiwa, by requesting offers for products or services from us or by taking delivery from products or services we offer. We also get some of your data by using tracking cookies on our public websites. Incidentally we may also receive data from third parties, e.g. when your employer registers you for certain training sessions or certifications.

What do we use personal data for?

Kiwa has a policy of collecting only personal data which are necessary for processing. We will process your personal data only with your consent or in cases of necessity, such as the execution of a contract, legal obligations, carrying out a task in the public interest or for our own legitimate interests.

We need your personal data for one or more of the following business purposes:

- the assessment and acceptance of a customer, supplier or business partner
- the development and improvement of products and/or services

- the conclusion and execution of agreements with customers, supplier and business partner
- relationship management and marketing
- business process execution, internal management and management reporting
- health, safety, security and integrity
- compliance with law
- the protection of the vital interests of individuals

We partner with third parties to display advertising on our Sites and manage our advertising on other sites. Our third party partners may use technologies such as cookies to gather information about your activities on this Site and other sites in order to provide you advertising based upon your browsing activities and interests. The only way to completely “opt out” of the collection of any information through cookies or other tracking technology is to actively manage the settings on your browser or mobile device. Please refer to your browser’s or mobile device’s technical information for instructions on how to delete and disable cookies, and other tracking/recording tools.

If you access Kiwa advertisements on third party websites from your mobile device, you may not be able to control tracking technologies through the settings.

If and when the processing of your personal data is based on your consent, you have the right to withdraw this consent at any time.

Where is your personal data stored?

Kiwa makes use of three main ways of processing your personal data: on-site by Kiwa in our datacentre, on-line with major providers, and for specific products and services using applications (cloud) provided by selected third parties. Kiwa has a strict security policy to ensure adequate security of your personal data. When we use an on-line provider we choose to work with industry leaders – or other parties who comply with UK law and who have extensive security and privacy measures in place.

The storage period of your personal data depends on the type of process for which it is needed. For many of our products and services, your personal data are part of a continuous process, which is why your personal data will be stored until that process terminates. In all other cases, your personal data will be deleted without undue delay when it has served its purpose, unless any kind of legal storage period is applicable.

When your data is no longer required, we will delete it within the periods set out below:

Marketing consents can be withdrawn at any time

Any other information will typically be deleted within 6 years from the date of our last positive interaction with you. We keep your personal information for 6 years, to enable us to retain the information we may require for legal and regulatory purposes.

With whom do we share personal data?



Kiwa generally does not share data with others that collect and use personal data for their own (business) purposes. If needed to provide you with products and services by Kiwa, third parties may receive data from us about you. We may share your personal data with others who are related to our products and services. Personal data of a sensitive nature is generally not shared unless the strict exemptions of the law are followed or in case of emergency where your vital interests are best served by sharing relevant information.

Who can access your data?

Kiwa provides limitation of access for Kiwa internally, and we expect third parties to equally limit access to your personal data on a 'need to know, right to know' basis. That is, only those who actually actively need to process your data are allowed to do so. Right to know means we only entrust working with personal data to persons we can put trust in and being entitled to access such data. We extend this towards our suppliers or third-parties we work with.

The personal data that we collect from you is stored on secure information technology systems located in the EEA which are operated by us or on our behalf by third parties. Some data processing in relation to web and email services is carried out on our behalf by a third party. Where Google Analytics are used, the data may be stored outside of the EEA. We will take all steps reasonably necessary to ensure that your personal data is treated securely and in accordance with this privacy policy and data protection law.

Your rights as an individual

A right to access personal data held by us about you.

A right to require us to rectify any inaccurate personal data held by us about you.

A right to require us to erase personal data held by us about you. This right will only apply where (for example): we no longer need to use the personal data to achieve the purpose we collected it for; or where you withdraw your consent if we are using your personal data based on your consent; or where you object to the way we process your data (in line with Right 6 below). In some circumstances a request to delete personal data will not be possible if it impacts our legal obligations. Anonymised personal data may be kept indefinitely in an anonymised format for certain purposes but individuals will not be identifiable from it.

In certain circumstances, a right to restrict our processing of personal data held by us about you. This right will only apply where (for example): you dispute the accuracy of the personal data held by us; or where you would have the right to require us to erase the personal data but would prefer that our processing is restricted instead; or where we no longer need to use the personal data to achieve the purpose we collected it for, but we require the data for the purposes of dealing with legal claims.

A right to object to our processing of personal data held by us about you where the processing of such data is necessary for the purposes of our legitimate interests, unless we are able to demonstrate, on balance, legitimate grounds for continuing to process personal data which override your rights or which are for the establishment, exercise or defence of legal claims.



There is no charge associated with exercising these rights, unless requests from an individual become repetitive or excessive. In such a case, Kiwa can refuse to comply with the request. Requests for information will be responded to within one month, except in particularly complex cases. We reserve the right to charge where the request places genuinely excessive administrative costs on Kiwa. Individuals will be asked to provide specific information to confirm their identity before personal data will be provided.

A right for you not to be subject to a decision based solely on an automated process, including profiling, which produces legal effects concerning you or similarly significantly affect you.

About this privacy statement

The version of this Kiwa Privacy Statement was created in May 2018, and amended in August 2020 and 6th May 2022.

We will update this privacy statement if any changes apply. If there are any material changes to the statement or in how Kiwa will use your personal data, we will either notify you by prominently posting such changes on our website or by directly sending you a notification.

In the event of a conflict between this Kiwa privacy statement and the terms of any agreement(s) between a customer and Kiwa, the terms of those agreement(s) will control.

For certain Kiwa entities, a more specific privacy statement may be applicable and will be offered to you in case of personal data processing.

Questions about your privacy at Kiwa?

If you have any questions left regarding our privacy policy, you can contact our Privacy team: uk.privacy@kiwa.com

This policy is reviewed annually and is the responsibility of Kiwa UK Group's CEO.