

Privacy and Personal Information Policy

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1. Necessary purposes

Only information needed for accounts, application authority, testing documents, nominations, feedback, notices and abuse prevention is processed. Publication is limited to the award record and separately authorised scope. Non-public commercial information is not sold to third parties.

2. Access and recipients

Applicants may access their own information, and authorised personnel access it according to their duties. Cloud storage and hosting services process information as technically necessary. Disclosures required by law, lawful investigations or protection of rights are handled under applicable law; absolute non-disclosure in every circumstance is not promised.

3. Retention and deletion

Submitted versions and decision evidence are retained as needed for maintenance, disputes and legal requirements. Information no longer needed is deleted or de-identified. Deletion requests are checked against authority and actual retention duties. Immediate erasure of every record and backup cannot be promised.

4. Rights and contact

Requests for access, correction, deletion, restriction or other applicable statutory rights may be made, identifying the person, scope and request. Use the privacy-request channel. Public forms do not request unrelated sensitive information.

5. Information concerned

Accounts, contact details, applications, communications and access records may contain personal information. The required scope depends on the matter. Product test material may also contain signatures or contact details that need not be published. Submission does not mean that the entire application is made public.

6. Purposes and publication

Information is used for the relevant application, verification of testing material, communications,

confirmation of publication authority, feedback and security management. Public product information and report extracts are published only after separate confirmation. Optional news subscriptions are not a condition of verification or an award.

7. Recipients and transfers

Access is limited to authorised personnel and service providers with relevant tasks. Verification may involve contacting the issuing body through official channels. Actual recipients, processing locations and transfer arrangements depend on the services used. A worldwide service does not justify unrestricted disclosure.

8. Retention and security

Non-public reports, translations and document-authentication material are managed separately from approved public files. Retention follows processing purposes, applicable duties, evidence preservation and dispute-resolution needs. Appropriate safeguards reduce unauthorised-access risk; they do not guarantee that an incident can never occur.

9. Individual rights and contact

Use the personal-information request channel to obtain information or exercise applicable rights. Identity checks must be proportionate to actual needs. Necessary records may be retained where a valid basis applies, with relevant restrictions explained. Cookie preferences have a separate settings channel.

10. Records, administration and correction

For matters covered by this document, records must retain the application or case number, specific product and market, version used, documents and page references, responsible personnel, material dates, reasons and formal notices. Personal information and trade secrets are handled according to access permissions. Questions about a record may be raised through correction, complaint or reconsideration channels available to an entitled applicant. Submission alone does not alter an existing decision or licence. The outcome is determined by the formal notice and current record.

11. Effective date, application and version control

Version 2.0 of this document is published and takes effect on 19 October 2026. It applies to relevant matters formally submitted after that date. Existing applications retain their original snapshot and rules. Material changes are notified separately and handled under transitional arrangements; new conditions are not retrospectively inserted into historical decisions. Website and downloadable texts must agree. Superseded versions identify their replacement, and name or wording corrections are recorded separately from substantive amendments.