

Operations Assessment Group

Privacy Policy

Our contact details

Name: Operations Assessment Group Limited

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UNITED KINGDOM

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The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details, email addresses).
- Email addresses of employees and owners of a business.
- Personal names of employees of businesses.

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How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Allowing the system to track and feedback who has completed the assessment/questionnaire.
- Contacting the selected individuals with links for them to access the assessment process on the OAG website.
- Providing an assessment in the form of a report for an employee or a business.

We also receive personal information indirectly, from the following sources in the following scenarios:

- A business may provide the emails and names of their employees.

We use the information that you have given us in order to send out invites for the assessments service.

We may share this information with consultants who are involved in the assessment service. The employee always retains the right to request deletion of their data or to block any incoming emails from the service should your employer try to use your personal information without your consent.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@operationassessment.com or more directly by signing in and using the “delete my data” feature.

We will never share personal data with any third parties without your consent. Resulting reports and data are focused on the business. The personal information functions as a way of identifying and aggregating the data and to give access to the individuals to the platform.

Your email address will be used to send out invitations to complete assessments, perform password resets and contact the individual about changes to the platform or actions that are required by the individual.

Your name is used as an identifier to see who has performed the assessment. This could be for invoicing/payment purposes, but in some cases can help a business identify which employees they have given invites to and their progress in completing the online assessment process.

How we store your personal information

Your information is securely stored in our database. Our infrastructure is built so that nobody can access the personal information directly. All passwords are hashed by an industry standard hashing algorithm.

We keep emails, names and other personal identifying data for as long as you are a customer of the platform. There is no definitive time set for data deletion, as businesses have the option to re-evaluate themselves with the same data.

If a company ceases operation or cancels their subscription/package, all personal data linked to the business will be anonymized, it will no longer be able to be used by the business at this point and this cannot be undone. If an individual requests deletion of their data, their personal details will be anonymized.

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Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@operationassessment.com if you wish to make a request.

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How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@operationassessment.com

If you are unhappy with our response to your complaint about how we have used your data, you can complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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