

Candidate privacy notice

This privacy notice informs a candidate or the parents/guardian of a candidate under 18 about the processing of personal data on behalf of the British Council in Greece and the examination boards or examining bodies within the context of the administration of either paper-based or computer-based exams in Greece and in agreement with the provisions of Regulation 2016/679 (GDPR) in the EU and Law 4624/2019 on Data Protection in Greece in agreement with the provisions of the General Regulation (GDPR) (EU 2016/679) and the Law 4624/2019 on the data protection in Greece.

Marketing and special category data consent

- Please tick if **you wish** to receive promotional information about British Council products, services or cultural activities by email.
- Please tick if **you agree** to us processing of your health data in case you need us to make special arrangements relating to your exams.

You have the right to withdraw your consent for marketing or health data processing at any time.

Categories of your personal data to be processed

The processing (collection, use and storage) of personal data includes all data regarding candidates and in the case of candidates under 18, their parents/guardians data upon the submission of their registration form, and more specifically the following categories:

- a) identity data: first name, father's name, family name, date of birth, gender;
- b) contact data including home/work postal address, email address, phone and mobile number;
- c) health data if special arrangements are requested;
- d) passport style photograph taken on the exam day for specific exams as required per examination boards regulations, on the condition that parents/guardians have given their written permission on the Test Day Photography Acknowledgment Form.

Purposes of our processing of your data

- For the **administration** of your examination, which includes: a) registration, b) fees payment, c) verification of the candidate's identity, d) report, investigation and appropriate action taken in relation to malpractice and other issues in relation to the examinations, e) running the administrative systems used to support the delivery of the examinations, f) provision to the examination boards and examining bodies of candidate's special arrangements requests, g) submission to the examination boards and examining bodies of passport style photographs, for verification purposes, if applicable, h) access to the British Council online portal(s) to receive exam related information, i) handling complaints, j) communications with the candidate (or their parents if the candidate is under 18) for examination related matters.
- To take into account **health data** that will allow us to make special arrangements, if requested.
- To gather **customer feedback** about contracted services.
- To send electronic **marketing communications** about British Council products, services and activities based on your consent.

We shall keep data for these purposes while the data subject does not exercise their wish to object to such processing or requests to be unsubscribed from receiving promotional communications.

Legal bases for our processing of your data

- Examination administration is legitimised by the performance of a contract for the provision of services in combination with Law 2251/1994 on Consumer Protection as codified and in force. Not providing any of the requested personal data affects the timely delivery of the services with the required accuracy and efficiency;
- Processing health or other special category personal data is legitimised by the specified, explicit and legitimate consent of the candidate, or their parent if the candidate is under 18;

- Responding to general enquiries, supporting test takers, verifying, preventing fraudulent activity and improving our services is legitimised by the legitimate interests of the Controllers; The British Council will always balance your rights and interests in the protection of your personal data against Firm's rights and interests or those of any third party.
- Communications to the client related with the examination are legitimised by the performance of a contract for the provision of services. Our clients include: adult candidates; parent/guardian of candidates under 18; schools;
- Customer feedback and marketing communications on similar products and services are legitimised by the performance of a contract and the exemption allowed in article 11 of Law 3471/2006 on Protection of personal data and privacy in the electronic communications sector and amendment of law 2472/1997, as currently in force.

Recipients of your personal data

- The British Council and examination boards or examining bodies and other affiliated businesses and organisations which are owned by them, for purposes exclusively related to the proper administration of the examinations; other schools or educational establishments which you attend.
- Third parties that represent us (such as venue staff, examiners, invigilators, supervisors) with contracts as Data Processors subject to the requirements of confidentiality, and only to the extent required for them to perform their specific duties and fulfil the above-mentioned purposes of processing.
- Third parties providing services on our behalf related to administrative processes (admissions, registration and information management systems, financial management) with written contracts as Data Processors, subject to the requirements of confidentiality, and only to the extent required for them to perform their specific duties and fulfil the above-mentioned purposes of processing and where we are required to do so by law.

International transfers

Service provider for electronic marketing communications: Campaign Monitor, legitimised by EU Standard Contractual Clauses.

Retention of your personal data

The personal data submitted by the candidates or parents/guardians of candidates under 18 will be stored for two (2) years following the end of the examination, and, if deemed necessary, for as long as required in order to potentially resolve any judicial and/or extra-judicial disputes, including mediation, always on the condition that there is no other retention period provided by local law.

Your rights over our processing of your personal data

The British Council complies with data protection law in the UK and laws in other countries that follow international best practice.

You have the right to access your personal data; to request the rectification of inaccurate data or, if appropriate, to request their erasure when the data are no longer necessary for the purposes for which they were collected. In certain circumstances, you may request the restriction of processing or object to the processing of your data. In these cases we shall only keep them to defend any claims. You are also entitled to withdraw your consent at any time for any of the purposes for which you were asked to provide your consent, taking into account that this shall not affect the lawfulness of the processing that was based on your consent, prior to your withdrawal.

If you have concerns about how we have used your personal information, you also have the right to complain to a privacy regulator. In Greece, this is the Hellenic Data Protection Authority at www.dpa.gr. For detailed information, please refer to the privacy section of our corporate website at www.britishcouncil.org/privacy or contact the British Council office in Greece via www.britishcouncil.gr/en/contact.