



Privacy Policy

Introduction

At OMNI, we consider privacy and the protection of personal information to be a priority. Our Privacy Policy sets out how we gather, use and share your personal information. It also sets out individual's privacy rights.

Our Privacy Policy provides up to date information about how we use personal information. We may make minor ongoing updates to our Privacy Policy, however if we make any major changes to the manner in which we process and use your personal information, we will announce this clearly on our website.

About Us

We are what is known as the "controller" of the personal information which we gather and use. When stated as "our", "we" or "us" in our Privacy Policy, this refers to OMNI Assured Certification International.

Personal Information

We use a range of personal information depending on the circumstances under which personal information is made available to us.

We may use the following personal information:

- **Customers:** Most of our customers are incorporated entities, however in the course of conducting audits and processing certifications, we may collect and use personal information of individuals that work for our customers. This can include names, information about an individual's work or role at our customer and, for nominated contacts, we may collect some contact information
- **Contracted Auditors:** If you are an auditor for OMNI, we will process your name, professional and personal contact details, CV and professional background, payment details and information about the work you complete for us. We may also collect and use some special categories of personal data such as dietary information or disabilities in relation to access and health and safety
- **Job Applicants:** Where you apply for a role with us, we will process the personal information you provide to us as part of your application and any interview selection process. This will ordinarily include your name, personal contact details, professional history, education and qualifications, as well as any references gathered. We may also collect and use some special categories of personal data about job applicants, such as some health information regarding any medical conditions (Inc. allergies) or disabilities.
- **Business Contacts:** We hold the names, job titles, employer details and professional contact details for various business contacts, including: customer contacts; supplier contacts; and, any other interested parties who have signed up for any of our services.
- **Non-associated Consultants/Consultancies:** If you are a consultant that refers sales opportunities to OMNI, we will process your name, professional background and information about the work you refer to us.

How we gather your personal information:

- We only use personal information which we have obtained directly for the purposes described in this Privacy Policy.

Personal Information is gathered in the following ways:

- Business Contacts: These may be collected via forms on our website, or in the course of business-as-usual correspondence with business contacts;
- Customers: We may collect personal information held by our customers in the course of conducting an audit. Personal information may be included in documentation we are required to review as part of any audit, and will ordinarily be provided or made available to us by our customer; and
- Contract Auditors, Consultants and Job Applicants: Personal information will be gathered directly from you or from your nominated third-party references.

Use of Personal Information

We will use personal information for the following purposes:

- Customers: We process the personal information of individuals that work for our incorporated customers in the course of conducting an audit in accordance with legal and regulatory obligations which govern how our management system certification services are to be conducted. Such processing is also required for the legitimate interests of our customers to apply for certifications that we are involved in auditing, granting and maintaining.
- Contract Auditors: We process the personal information of Contract Auditors for the legitimate interests of determining whether or not to employ a particular individual for a role in our organisation. Where we engage a Contract Auditor, we process their personal information for the purposes of entering into and performing our contract with that Contract Auditor. We process certain health information about Contact Auditors for the substantial public interest of supporting our Contract Auditors with particular medical conditions or disabilities.
- Job Applicants: We process the personal information of job applicants for the legitimate interests of determining whether or not to employ a particular individual for a role in our organisation. Where we decide to employ a job applicant, we process their personal information for the purposes of entering into and performing our employment contract with that applicant. We process health information of job applicants for the purposes of meeting our legal obligations under employment and similar laws.
- Business Contacts: We process the personal information of our business contacts as necessary for the legitimate interests of managing the day-to-day operation of our business, including correspondence, engaging suppliers, and promoting our services to business contacts.
- Non-associated Consultants: We process the information for the purpose of dealing with sales referrals.

If we are not provided with access to personal information for the purposes outlined in this section, we may not be able to offer or provide certain services, or we may not be able to complete contact auditor or job applications.

Retention of Personal Information

We will never retain personal information for any longer than is necessary for the purposes we need to use it for. Generally, in respect of personal information gathered in the context of a contract, we will retain personal information for the duration of the contract and a period of up to six years after the contract has expired or terminated in compliance with our certification obligations within ISO 17021 and ISO 17065.

We may also retain personal information for as long as required by law or regulation or instruction of a relevant accreditation body.

Unsuccessful job applicant information is retained for a period of up to 12 months after the position has been filled.

Sharing of Personal Information

We only share personal information with third parties:

- to the extent necessary for fulfilling the purposes outlined in the use of personal information section, including where necessary for the provision of our services.
- where we are under a legal or contractual obligation to do so.
- where it is fair and reasonable for us to do so in the circumstances.

We may share personal information with the following third parties:

- **Suppliers:** We use a number of different suppliers, including IT suppliers, payment processors and contract auditors, with whom we share personal information so that these suppliers can process personal information on our behalf. In these circumstances, we take steps required by data protection laws to ensure that these suppliers protect the personal information we share with them.
- **Accreditation Bodies:** We may be required to share personal information with accreditation and regulatory bodies (such as INAB, amongst others), who monitor our certification and audit services to ensure that we are compliant with their rules and requirements when awarding certifications.
- **Government bodies:** We may be required by law to share personal information with government bodies and regulators (such as HMRC).

Privacy Rights

Individuals are entitled to exercise any of the following privacy rights in respect of our processing of personal information:

- **Access:** Individuals can request access to a copy of their personal information held by us, along with details of what personal information we use, why we use it, who we share it with and how long we keep it for.
- **Rectification:** Individuals can ask us to change or complete any inaccurate or incomplete personal information held about them.
- **Erasure:** Individuals can ask us to delete their personal information where it is no longer necessary for us to retain it, or where we have no legal basis for keeping it.
- **Restriction:** Individuals can ask us to restrict the personal information we use about them where we are not able to erase their personal information or where an individual has objected to our use of their personal information.
- **Object:** Individuals can object to our processing of their personal information.
- **Portability:** Individuals can ask us to provide them or a third party with some of the personal information we hold about them in a structured, commonly used, electronic format so it can be easily transferred.
- **Withdraw Consent:** Generally, we do not require consent to process personal information and so we do not ask for consent to process personal information. However, where we do ask for consent to process personal information, individuals have the right to withdraw their consent at any time.

We are required to verify the identity of anyone requesting to exercise their privacy rights and we may ask individuals to provide valid identification documents when making a request to allow us to do this.

Individuals can make a complaint about how we have used their personal information to us by contacting us, or to the ICO (ico.org.uk/concerns).

Online Activities

We use cookies to track your use of our website and pages accessible from our website.

Cookies help us understand and track your use of our website and help us identify where we can improve the information and services our website provides.

If you would prefer to restrict, block or delete cookies from us, or any other website, you can use your browser to do this. If you choose to disable all cookies, we cannot guarantee the performance of our websites and some features may not work as expected.

Please make all requests to exercise privacy rights in writing to info@OACI.ie

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