

1 Data protection and privacy policy

This section describes how the British Council collects and uses your personal information that we obtain when you register to sit for the WPLN assessments. It is intended to provide further information on how your personal data is used and supplements any information we provide to you at the point when your personal data was collected.

1.1 Purposes

We collect your personal information to allow us to:

- administer your WPLN assessments;
- inform you of and provide you with information on the services we provide (including events and opportunities to participate in projects/programmes);
- use your information in an anonymous form, for informational, research, statistical and training purposes for the development of British Council examinations;
- manage our internal business operations; and
- respond to your questions.

We collect your national identification details (including NRIC, FIN or Passport number) in order to enable:

- SkillsFuture Singapore Agency (SSG) to process the WPLN assessment fee grants; and
- the issuance of your WPLN candidate reports.

1.2 Legal basis for processing your personal data

We will only process personal data where we have a lawful basis to do so. The basis for processing your personal data varies depending on the activity we collected it for. In some occurrences, we may have more than one lawful basis for processing.

The information below summarises the basis on which the British Council processes personal information:

Contract:

British Council processes personal data which is necessary for the administration of your WPLN assessments. This includes, but is not limited to, registration, identity checks, test delivery and issuance of candidate reports.

Legal Obligation:

British Council processes personal data which is necessary to comply with legal obligations. This includes, but is not limited to, providing personal information to regulators, law enforcement agencies and statutory bodies.

Legitimate Interest:

British Council processes personal data in order to meet our legitimate interests as a provider of the WPLN assessments. This includes, but is not limited to, responding to general enquiries, supporting test takers, preventing fraudulent activity and improving our

services. We also use other organisations to process your personal information to carry out services on our behalf, including: test delivery, registration and payment processing, legal services. Where we use another organisation, we make sure that your personal information is protected and remains in our control.

Consent:

British Council processes personal data where you have provided your consent to do so. For example, where your personal data is used for Marketing purposes. You may withdraw consent at any time.

Sensitive personal data processing:

British Council processes personal data where medical information is provided to support requests for special arrangements to be made in relation to your WPLN assessments.

Disclosure:

British Council may disclose the relevant information from your WPLN registration or test with:

educational institutions, government agencies, or professional bodies and commercial organisations that recognise WPLN scores. Where we do share personal information with these types of organisations we make sure it is protected so far as it is reasonably possible.

Retention of personal data:

British Council will retain your personal information for as long as it is needed for the relevant purposes listed in the Purposes section. When retaining information for the purpose of administering the WPLN assessments, all test results and records relating to your registration and sitting of the test are held for 3 years after your most recent test result.

We may also retain certain records for other legitimate reasons (including after your relationship with British Council has ended), for example to resolve any potential disputes, to comply with other reporting and retention obligations, or for the prevention of fraud.

1.3 Data protection

British Council complies with data protection law in Singapore and the United Kingdom, including the Personal Data Protection Act (PDPA) and the General Data Protection Regulation (GDPR).

You have the right to ask for a copy of the information we hold on you, and the right to ask us to correct any inaccuracies in that information. If you have concerns about how we have used your personal information, you also have the right to complain to a privacy regulator.

For detailed information, please refer to the privacy section of our website, www.britishcouncil.org/privacy or contact your local British Council office.