

## Who we are

CAA Global Limited is a joint venture between the Institute and Faculty of Actuaries (IFoA) and the Society of Actuaries (SOA). CAA Global delivers and promotes the Certified Actuarial Analyst (CAA) qualification.

We are registered as Data Controllers with the Information Commissioners Office (ICO) in the United Kingdom:

[CAA](#)

## Where we are based

Our registered office is in the United Kingdom: CAA Global Limited, 7th Floor, Holborn Gate, 326-330, High Holborn, London, WC1V 7PP

## How you can contact us

For general enquiries: <https://www.caa-global.org/contact/>

For enquiries about this notice or your information rights: our Data Protection Officer can be contacted by:

Telephone: +44 (0) 131 240 1311

Email: [enquiries@caa-global.org](mailto:enquiries@caa-global.org)

## Why we need to process your personal data

*If you're an Actuarial Analyst Candidate:*

We process your personal data to provide educational services, support you in your progression through the CAA qualification, monitor your performance and professional development, investigate complaints, and undertake disciplinary proceedings where required in accordance with our code of conduct and disciplinary scheme.

*If you're a qualified Certified Actuarial Analyst*

We process your personal data in order to ensure your compliance with the terms and conditions for certified actuarial analysts which you agreed to adhere to in order to qualify as a Certified Actuarial Analyst. This includes to confirm your eligibility to join an accredited association, investigate and resolve complaints and to monitor your use of the CAA trademarks and branding.

*If you supply goods or services to us, or if we supply goods and services to you:*

We process your personal data to communicate with you, to place or fulfil orders for goods or services and to send and receive payments.

*If you use our website:*

We may process your personal data to support auto-filling forms, analysing site performance, managing your shopping basket, personalising content, and targeted advertising. If you sign up to receive information about the qualification we will use your personal data to supply you with occasional updates via email.

## Where we get your personal data

*If you're an Actuarial Analyst Candidate, our sources of personal data about you will come from:*

- you;
- your current and previous employer(s);
- other actuarial organisations;
- other educational bodies;
- credit reference agencies;
- other regulators;
- public records.

*If you're a qualified Certified Actuarial Analyst, our sources of personal data about you will come from:*

- you;
- the accredited association you are a member of;
- other actuarial bodies;
- other regulators;
- trade mark or intellectual property offices.

*If you supply goods and services to us, or if we supply goods and services to you, our sources of personal data about you will come from:*

- you;
- your employer;
- your previous customers or suppliers;
- credit reference agencies;
- public records.

## The lawful basis for processing your data

The lawful bases for processing your personal data are:

- Contract
- Legal obligation
- Vital interest
- Legitimate interest
- Public task

We will seek your active, explicit, and informed consent to process your personal data for marketing purposes or if/when we need to process any of your health/medical data. If you use our website we will seek your active, explicit, and informed consent to track your activity via cookies.

## The types of personal data we process

*If you're an Actuarial Analyst Candidate, we will capture and process your:*

- Contact details (i.e. name, previous name(s), current and previous postal addresses, work address, email addresses, phone number(s))
- Marital status
- Education history and exam performance
- Employment history
- Professional interests
- Payments (to and from us)

- Correspondence (to and from us)
- Professional development
- Attendance at events
- National insurance number or equivalent
- Passport / Identity card number

We may capture and process your:

- Health data;
- Location of birth;
- Criminal records;
- Disciplinary records.

*If you're a qualified Certified Actuarial Analyst, we will capture and process your:*

- Contact details (i.e. name, previous name(s), current and previous postal addresses, work address, email addresses, phone number(s))
- Education history and exam performance;
- Correspondence (to and from us);
- Membership of an accredited association;

We may capture and process your:

- Disciplinary records

*If you supply goods and services to us, or if we supply goods and services to you, we will capture and process:*

- contact details (i.e. name, business and/or residential address, business and/or personal email address, phone number(s));
- your financial details;
- correspondence (to and from us).

*If you browse our website, we may capture and process:*

- a unique machine-generated visitor ID
- the date and time of your first visit, current visit, and total number of visits to the site
- the number of pages visited
- when your visit has ended
- information about the traffic source (where you came from)

## **How we share your data**

We will share, where appropriate, your personal data with the following organisations:

*If you're an Actuarial Analyst Candidate:*

- Payment processors and our bank;
- Exam centres holding exams on our behalf;
- External exam and exam marking platform providers;
- Other actuarial organisations;
- Competent authorities - i.e. tribunals, courts, police forces, and other regulators such as Financial Reporting Council (FRC), Prudential Regulation Authority (PRA) The Pensions Regulator (TPR), or the Financial Conduct Authority (FCA).

Where we share your personal data with other regulators, this is part of our regulatory function, and extends to disclosures relating to disciplinary proceedings and sanction awarded, as well as periodic auditing of our activity by competent authorities.

We may share your personal data with:

- External Legal advisors.

*If you're a qualified Certified Actuarial Analyst:*

- the accredited association you are a member of;
- other actuarial bodies;
- other regulators;
- trade mark or intellectual property offices.

We may share your personal data with:

- External Legal advisors.

*If you supply goods and services to us, or we supply goods and services to you:*

We will share, where appropriate, your personal data with the following organisations:

- Payment processors and our bank;
- Travel and accommodation booking service providers;
- Credit reference agencies;
- Courier delivery services;
- Competent authorities - i.e. tribunals, courts, police forces, and other regulators such as Financial Reporting Council (FRC), Prudential Regulation Authority (PRA) the Pensions Regulator (TPR), or the Financial Conduct Authority (FCA)

*If you browse our website:*

We may share this information with Google Analytics.

## **When we might transfer your data across borders**

The CAA is an international qualification, and as such some transfer of personal data between jurisdictions is necessary to facilitate the delivery of examination and member related services. Also, CAA Global is a joint venture between the IFoA and SOA and both organisations support the day to day administration of CAA Global and the CAA qualification. This means that personal data is routinely passed to the SOA. We include standard contract clauses and other controls in our agreements with both the SOA and other overseas suppliers and third parties who receive personal data from us so as to ensure appropriate safeguards are in place.

## **How long we keep your data**

We retain personal data only for as long as is necessary.

We securely dispose of personal data when its retention period has expired. If you browse our website we'll retain tracking data for one year for statistical and analysis purposes.

Information on our retention schedules can be requested via our Data Protection Officer: [enquiries@caa-global.org](mailto:enquiries@caa-global.org)

## **When the use of your personal data is based on our legitimate interests or on consent**

If we send you information based on our legitimate interests as an accreditation body such as professional newsletters, updates on our activity, Continuous Professional Development opportunities and notices of events you are able to opt out of receiving this at any time.

If you have provided consent for us to contact you for marketing purposes you can withdraw this consent at any time.

To support our responsibility to uphold the CAA [code of conduct](#) and enforce the [disciplinary scheme](#) you are not able to opt out of certain regulatory communications sent from time to time.

## **Your information rights**

You have the right to:

- obtain a copy of any personal data we hold about you;
- correct any data we hold about you that is incorrect or out of date;
- ensure we dispose of any personal data we hold about you (once all legal and regulatory record keeping requirements have expired);
- restrict the processing your personal data;
- object to us processing your personal data;
- erase your personal data, where we no longer have a lawful basis or valid operational reason for holding it;
- request we send all or some of the personal data we hold about you to another organisation.

If you wish to exercise any of your information rights please contact the Data Protection Officer with your request: [enquiries@caa-global.org](mailto:enquiries@caa-global.org)

## **If you're unhappy with how we have used your personal data**

You have the right to make a complaint to a Supervisory Authority about how we process your personal data.

In the United Kingdom the Supervisory Authority is the Information Commissioner's Office: <https://ico.org.uk/global/contact-us/>

**This notice was last updated on the 15<sup>th</sup> of May 2018.**