

Privacy Statement

Statement

Your privacy is important to Aspeq. This Privacy Statement provides information about the personal information that Aspeq collects, and the ways in which Aspeq uses that personal information and your rights in relation to it.

For clarity, Aspeq means Aspeq (NZ) Ltd and its subsidiary companies (Aviation Services Limited (NZ), Assessment Systems Ltd (NZ), Assessment Services Pty Ltd (Australia), Aspeq Assessment Canada Limited (Canada) and Aspeq Ltd (UK)).

Contact Aspeq

If you have any questions about this Privacy Statement, Aspeq's treatment of your personal information or to ask us anything else in relation to your privacy, please email us at privacy@aspeq.com.

Your Privacy

This Privacy Statement is to let you know how Aspeq generally uses and looks after your personal information. This includes what you tell us about yourself and what we learn during our relationship with you.

Personal Information Collection

Aspeq may collect and use the following kinds of personal information on the Aspeq online booking site or related websites maintained by our subsidiaries:

- personal identifiers, contacts and characteristics (for example, name and contact details);
- information about your use of our websites (including IP Address);
- information that you provide for the purpose of registering with our websites;
- information about transactions carried out over our websites and;
- any other information that you send to Aspeq.

Aspeq collects the personal information described above to enable us to identify you, to promote or provide our services to you, to answer any questions you may have, and generally to communicate with you in relation to our services and any other services we may provide in the future.

Using Personal Information

Aspeq may use your personal information to:

- personalise the website for you;
- enable your access to and use of the website services;
- send to you products that you purchase (if applicable);

- supply to you services that you purchase (if applicable);
- deliver statements, invoices, receipts, exam results and knowledge deficiency reports (if applicable);
- assist regulatory authorities to determine eligibility for licences;
- collect payments from you (if applicable);
- send you refunds (if applicable);
- conduct exam result audits;
- collect feedback and conduct surveys.

Unless we are required to share your information by law, or have in place a contract with a third-party service provider to process your information for the types of purpose described above, we will always let you know if we need to share or release your information. Where Aspeq discloses your personal information to its agents or sub-contractors for these purposes, the agent or sub-contractor in question will be obligated to use that personal information strictly in accordance with the terms of this Privacy Statement.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, Aspeq may disclose your personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights and exam process integrity.

Who Will See Your Data

Within Aspeq, your information will be viewable only by those operating the service and anyone working for Aspeq who needs to access the information to provide the services or administer the website. It will not be viewable by anyone else.

In such cases, some booking and examination results information, and some information about licences held (if applicable) will be shared with the appropriate organisations or exam providers. Users of the e-examination and e-licensing systems in some circumstances must set up a membership with their Training Organisation. By approving or requesting a membership with a Training Organisation, the user acknowledges that they have given the Training Organisation selected permission to view their contact details, examination results (both current and historical) and book examinations on their behalf. The membership process requires both the user and Training Organisation to agree there is a relationship prior to information being available to the organisation or exam provider. The membership process can be initiated by either the user, including during registration, or the Training Organisation. The Training Organisation agrees to Aspeq terms and conditions which will include conditions relating to the use of the candidate's personal information.

Your data will only be shared with a Training Organisation once you have initiated or accepted a membership request with the respective Training Organisation.

If you are sitting a remote invigilation exam with Meazure Learning, they require your personal information (such as your name, email, address and phone number) in order for you to sit an exam with them. By agreeing to the remote invigilation exam, you give Aspeq

consent to send your personal information to Meazure Learning. Please refer to [Meazure Learning's Privacy Policy](#).

Securing Your Data

Aspeq is required by law to safeguard personal information against loss, misuse or inappropriate alteration. We will take reasonable contractual, technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Aspeq will store all the personal information you provide on secure servers under hosting contracts entered into with Aspeq Limited in New Zealand and/or Australia, except for the following:

- credit card details, which will not be stored;
- data gathered for the United Kingdom Civil Aviation Authority (UKCAA) or its subsidiaries, which will be stored in the United Kingdom.

Retention Period

The duration we store information varies depending on the purpose for which we collected the data.

Aspeq may retain certain user data if necessary or required by law after receiving an account deletion request, such as to comply with our financial and tax requirements, and other legal, government or legislative requirements.

Personal data may only be kept in a form that permits identification of the individual for no longer than is necessary for the purposes for which it was processed.

Cross-Border Data Transfers

Information that Aspeq collects may be stored and processed in and transferred between any of the countries in which its supplier, Aspeq Limited, operates to enable the use of the information only in accordance with this Privacy Statement; and is subject to privacy laws that overall, provide comparable safeguards to those in the Privacy Act.

You agree to such cross-border transfers of personal information.

Cookies

Cookies are small text files that are placed in your browser by the websites you visit. They are widely used to help users navigate websites efficiently, to perform certain functions on the sites and/or to provide site owners with information about how their sites are used. This website generates cookies for authentication/login and other site administration purposes. You can remove or block cookies (by using settings in your browser) but doing so may affect your ability to use elements of the site.

Use of Surveillance Cameras

Aspeq may deploy surveillance cameras in some of our exam centres. Our surveillance cameras are strategically placed to enhance the security of our premises and protect both our assets and your safety. These cameras are solely intended for monitoring and safeguarding purposes, and we strictly adhere to privacy regulations.

In accordance with privacy laws, we lawfully and transparently collect, process, and store surveillance camera footage. The retention period is carefully determined to balance security needs and privacy rights. Access is restricted to authorised personnel, and robust measures safeguard the confidentiality of stored information. For more details or inquiries about our surveillance camera practices, including the retention period, please contact our Privacy officer at privacy@aspeq.com.

Parental Consent Requirements

According to national laws governing the collection and use of personal data, we may require you to obtain consent from your parent/legal guardian before sharing information with us. You may need parental consent based on your age, the laws of your region, and the laws of the country where we provide our services. We only collect information necessary to provide our services and ensure it is kept safe and secure. For any questions or concerns, your parent or guardian can contact us at privacy@aspeq.com. We may update this policy and will inform you or your parent/legal guardian of any significant changes. We do not share your information with third parties without consent, in accordance with GDPR for EU and UK users and applicable data protection laws for users outside the EU and UK.

Use of Aspeq Chatbot

We are committed to protecting your privacy when you interact with our chatbot. This chatbot does not utilise AI; it operates on a direct workflow of preloaded questions and answers. Any information you provide is used solely to enhance your experience and improve our services. If the chatbot cannot answer your query, the conversation details will be forwarded to info@aspeq.com, and you will have the option to choose whether to be contacted via email or phone call. We do not store personal data without your consent and will never share your information with third parties. All conversations are treated with confidentiality, and we implement measures to ensure data security. By using our chatbot, you agree to this Privacy Statement.

Updating This Statement

This Privacy Statement was last updated on 26 February 2025.

Aspeq may make minor updates or improvements in this Privacy Statement by posting a new version on this website. You should check this page occasionally to ensure you are familiar with any changes.

In circumstances such as the provision of services where consent has been explicitly obtained from you, we reserve the right to contact you to request consent again to include any major updates or changes, and if further consent is not given, to restrict the processing of your personal data accordingly.

Your data protection rights

Under data protection and privacy laws, 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 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 if you wish to make a request to exercise any of your data protection rights.

Other Websites

This website contains links to other websites. Aspeq accepts no responsibility or liability for the privacy policies or practices of any third party.

Complaints

Should you wish to report a complaint or if you feel that Aspeq has not addressed your concern in a satisfactory manner, you may contact the appropriate privacy authority of your jurisdiction.