

Privacy Policy

ASCB privacy policy. Last updated October 11, 2026.

1. About this policy

Accreditation Service for Certifying Bodies LLC, doing business as ASCB ("ASCB", "we", "us" or "our"), is committed to protecting personal information and respecting privacy. This policy explains what personal information ASCB collects, why it collects it, who it is shared with, how long it is kept, and the rights available to you.

ASCB is a limited liability company incorporated in the State of Delaware, United States, with its registered office at 8 The Green, Dover, DE 19901, United States. ASCB decides why and how the personal information described in this policy is used, and is the controller of that information.

This policy applies to personal information collected through www.ascb.com, through correspondence with ASCB, and through the accreditation, assessment and related services ASCB provides. It does not apply to the websites of the organizations ASCB accredits, or to any other website you reach from ours.

Questions about this policy, and any request about your personal information, should be sent through the contact form at ascb.com/contact.aspx. We prefer that route because it records your request, which means it is tracked and answered rather than lost in a mailbox. You may also write to us at the postal address in section 17. We will act on a request however it reaches us.

2. Information we collect

2.1 Information you provide to us

We collect personal information you give us when you contact us, apply for accreditation, act for an organization we accredit or assess, apply to work with us as an assessor or auditor, or make a complaint or appeal. Depending on the circumstances this can include:

An enquiry sent through the contact form on our website is recorded in our customer relationship management system, which is operated for us by a third-party provider under contract. It is used to answer your enquiry and to keep a record that we did.

- name, job title and the organization you represent;
- business contact details, including postal address, email address and telephone number;
- the content of your correspondence with us;
- information about the organization you represent, including its legal status, registration or licensing details and corporate structure;

- for assessors, auditors and applicants for those roles, career history, qualifications, training records, competence evidence, professional memberships, and the results of reference or background checks where these are carried out;
- for individuals involved in an assessment, complaint, appeal or investigation, the information recorded about that involvement; and
- billing information and payment records.

We do not seek special categories of personal information, such as information about health, race, religion or political opinions, and you should not send such information to us unless we have asked for it.

Information you provide must be accurate and complete, and you should tell us if it changes.

2.2 Information collected automatically

When you visit our website our server records limited technical information, including IP address, browser type and version, operating system, language settings, referring pages, the pages viewed, and the dates and times of those visits. We use it to keep the website secure and working. Where you have accepted analytics cookies, some of this information is also collected through those cookies and shared with our analytics provider. Section 7 explains the cookies this website sets.

2.3 Information from other sources

We may obtain information about an organization, and about the people who represent it, from public sources such as company registries, licensing and regulatory registers, and publicly available business information. We do this to verify the identity, legal status and standing of applicants and accredited bodies, which is part of assessing an application and of maintaining an accreditation. Where we obtain personal information from a source other than you, and the law requires us to tell you, we will do so within one month of obtaining it.

2.4 Use of the Resource Center by account holders

Where you are signed in to an account, we record which Resource Center articles are opened under that account. Each record holds the account identifier, the article identifier, and the date and time, and nothing else. We do not record your IP address, your browser, how long you spent on an article, or how far you read. Repeat views of the same article under the same account on the same day are recorded once.

We do this to see which material is used, so that we can decide what to maintain, expand or retire, and to identify unusual patterns of access such as bulk downloading or an account being shared. Reporting is by article rather than by person. What a particular account has read is looked at only where there is a specific reason to, such as investigating one of those patterns.

We do not record the reading of visitors who are not signed in. These records stay in ASCB's own systems. They are not shared with anyone, and they are not fed into our website analytics.

An account identifier normally identifies an organization rather than an individual. Where an account holder is an individual or a sole trader, the record is personal information about that person, and the rights in section 12 apply to it.

3. How we use your information

We use personal information to:

- respond to enquiries and provide information about accreditation;
- assess applications for accreditation and decide whether to grant it;
- plan, conduct and report assessments, surveillance and reassessment;
- maintain an accreditation, including the schedule of accreditation and any suspension or withdrawal;
- publish the public record of accreditation described in section 5;
- administer the contract between ASCB and the body it accredits or assesses;
- appoint and manage assessors and auditors, and evaluate their competence;
- handle complaints, appeals and investigations;
- issue invoices and take payment;
- keep the records required by ISO/IEC 17011 and by law;
- protect the security of our website, our systems and the information we hold;
- meet legal and regulatory obligations and respond to lawful requests;
- send administrative messages about our services, our terms and this policy;
- send news and marketing about accreditation, where you have asked for it; and
- see which Resource Center material is used by signed-in account holders, so that we can decide what to maintain, expand or retire, and identify unusual patterns of access;
- analyze how our website is used, so that we can improve it.

We do not make decisions about individuals by automated means without human involvement.

4. The legal bases we rely on

Where data protection law requires a legal basis for using personal information, we rely on the following:

- Performance of a contract. Where we use information to enter into or carry out a contract with you, or with the organization you represent.
- Legitimate interests. Where use is necessary for our legitimate interests in operating as an accreditation body, maintaining the integrity of accreditation, verifying the bodies we

accredit, securing our systems and improving our services, and those interests are not overridden by your interests or rights.

- Legal obligation. Where we must use information to comply with a legal or regulatory requirement, including record keeping, tax and accounting.
- Consent. Where you have given consent, for example to receive marketing. You may withdraw consent at any time, which does not affect anything done before you withdrew it.
- Vital interests and legal claims. Where use is necessary to protect someone's safety, or to establish, exercise or defend a legal claim.

5. Public registers and published information

Accreditation is a public status, and part of its value is that anyone can check it. ASCB publishes a searchable record of the bodies it accredits at ascb.com. That record identifies the accredited body, the standards and scope of its accreditation, and its current status. Where an accreditation concerns individuals, or where a contact is published at the accredited body's request, limited personal information may appear in that record.

Students who complete training delivered under an ASCB training accreditation are registered on the public register ASCB uses for that purpose, which is operated by a third-party provider, so that a completion can be checked by an employer or other interested party. The register provides privacy settings to meet the requirements of students and national regulators. The accredited training provider is responsible for its relationship with its learners, including telling them how their information will be used.

Where this website offers a search of that register, following it takes you to the register provider's own website. What happens to your information there is governed by that provider's privacy policy rather than by this one. The accreditation search on this website does not send your information to the provider: this website retrieves the record for you.

6. Who we share your information with

We share personal information only where there is a reason to. We do not sell personal information, and we do not share it for cross-context behavioral advertising.

We may share personal information with:

- Service providers acting on our instructions, including providers of payment processing, information technology, hosting, email, website security testing and website analytics. They may use the information only as we instruct, must keep it secure and confidential, and must not use it for their own purposes.
- Assessors, auditors and technical experts engaged by ASCB, who are bound by written confidentiality arrangements.

- An appeal panel or a person reviewing a complaint, where a complaint or appeal is being considered.
- Professional advisors, including lawyers, accountants and insurers, where this is necessary.
- Public authorities, courts and regulators, where disclosure is required by law or is necessary to establish, exercise or defend a legal claim.
- A purchaser or successor, in connection with a sale, merger or reorganization of our business, subject to the same protections.

The service providers we currently use that receive personal information are:

- Stripe, for payments and invoicing.
- Google Analytics, for website analytics, where you have accepted analytics cookies.
- HackerGuardian, for website security testing.
- The provider that operates the public register on which accreditations, and the certificates and other outputs issued under them, are recorded, and the customer relationship management system in which enquiries sent through our contact form are recorded.

Unless this policy says otherwise, we do not share, sell, rent or trade personal information with third parties for their own promotional purposes.

7. Cookies and similar technologies

A cookie is a small text file that a website places on your device. This website uses two kinds.

Strictly necessary cookies keep the website working. They support page navigation, session handling, signed-in sessions in the CAB portal and the gated Resource Center, and security. They also record the cookie choice you make, so that you are not asked again on every page. These cookies are set by ASCB, they do not identify you to anyone outside ASCB, and the website cannot work properly without them. They are set without asking, because they are necessary for a service you have asked for.

Analytics cookies tell us how the website is used, for example which pages are visited and how visitors arrive. We use Google Analytics for this. It sets cookies on your device and sends usage information, including your IP address, to Google. Analytics cookies are set only if you accept them when this website asks. If you do not accept, no analytics cookie is set and nothing is sent to Google. Google's advertising features are not enabled, so this information is not used to build advertising profiles.

You can change your cookie choice at any time using the cookie controls on this website, and you can delete cookies already stored, or refuse them altogether, through your browser settings. Refusing strictly necessary cookies will stop parts of the website working.

Everything else this website needs in order to display a page, including the typeface it uses and the scripts that make its pages work, is served from ASCB's own servers. Opening a page on

this website does not send your information to any other organization unless you have accepted analytics cookies.

We do not use cookies for advertising, and we do not allow third parties to set cookies on this website to build profiles of visitors for their own marketing.

8. Where your information is held

This website, and the database behind it, are hosted on a dedicated server located in the United Kingdom, operated by our hosting provider on our instructions.

ASCB is a United States company and operates internationally. Personal information may be accessed from outside the country in which it is held, by ASCB personnel and by the assessors, auditors, technical experts and service providers engaged by ASCB, where their work requires it. The organizations ASCB accredits operate in more than 140 countries.

We do not transfer personal information to any organization for that organization's own purposes. Everyone who accesses personal information on our behalf does so under written confidentiality obligations, and may use it only as we instruct.

If you want to know where information about you is held, or which protections apply where information is accessed from another country, ask us through the contact form at ascb.com/contact.aspx.

9. How long we keep your information

We keep personal information only for as long as there is a reason to keep it. How long that is depends on the category of information.

- Website analytics information is kept for the retention period set in our analytics configuration, after which it is deleted or held only in aggregated form that does not identify anyone.
- Enquiries that do not lead to an application are kept while the enquiry is live and for a short period afterwards.
- Marketing contact details are kept until you unsubscribe or ask us to stop.
- Records of which Resource Center articles were opened under an account are kept for 24 months and are then deleted automatically. Where an account is closed, its records are deleted as part of closing the account.
- Application, accreditation and assessment records are kept for the period required by ISO/IEC 17011, which covers at least one full accreditation cycle and the time during which a complaint, appeal or legal claim could be brought. These records are the evidence that an accreditation decision was properly made, and they cannot be deleted on request while that obligation applies.

- Complaint and appeal records are kept for the period required by ISO/IEC 17011, and for as long as is needed to evidence how the matter was handled.
- Assessor and auditor competence records are kept while the person is engaged by ASCB, and afterwards for as long as is needed to evidence the competence of those who carried out past assessments.
- Financial and tax records are kept for the period required by law.

When there is no longer a reason to keep personal information, we delete it or anonymize it. Where that is not immediately possible, for example because the information sits in a backup, we isolate it from further use until deletion is possible.

10. How we keep your information secure

We use technical and organizational measures appropriate to the information we hold. These include access controls, encryption of information in transit, backup arrangements, vulnerability testing of our website, and confidentiality obligations on everyone who acts for us. No system can be guaranteed secure, and information you send to us over the internet travels at your own risk. Once we receive it, we protect it as described here.

11. Children

Our website and our services are directed at organizations and at the people who work for them, not at children. We do not knowingly collect personal information from children under 18 through our website. If we learn that we have done so, we will delete it. If you believe a child has given us personal information, contact us through the contact form at ascb.com/contact.aspx.

Where an accredited training provider delivers training to learners under 18, that provider is responsible for its relationship with those learners, including obtaining any consent required from a parent or guardian.

12. Your rights

Depending on where you live, you may have some or all of the following rights:

- to know what personal information we hold about you, and why;
- to obtain a copy of it;
- to have inaccurate information corrected;
- to have information deleted, where we have no continuing reason to keep it;
- to restrict or object to how we use it;
- to receive information you gave us in a portable form;
- to withdraw consent, where we rely on consent; and

- not to be treated less favorably for exercising a right.

To exercise a right, use the contact form at ascb.com/contact.aspx, or write to the address in section 17. We will ask for enough information to satisfy ourselves who you are. We will respond within the period the applicable law allows. If we cannot do what you have asked, we will tell you why.

These rights are not absolute. In particular, we may be unable to delete information that we are required to keep as the record of an accreditation decision, or that we need in order to establish, exercise or defend a legal claim.

13. Additional rights for residents of California and other US states

If you are a California resident, the California Consumer Privacy Act, as amended, gives you the right to know the categories and the specific pieces of personal information we have collected, the categories of source, the purpose of collection and the categories of third party to whom we disclose it; to request deletion; to request correction; to opt out of the sale or sharing of personal information; to limit the use of sensitive personal information; and not to be treated differently for exercising any of those rights. The categories we collect, the purposes we use them for, and the parties we disclose them to are set out in sections 2, 3 and 6.

ASCB does not sell personal information, and does not share personal information for cross-context behavioral advertising. It has not done so in the preceding twelve months. We do not use or disclose sensitive personal information for any purpose that carries a right to limit.

You may use an authorized agent to make a request. We will ask the agent for proof of authorization, and may ask you to confirm it with us directly.

California Civil Code section 1798.83, the Shine the Light law, separately allows California residents to request once a year, free of charge, details of personal information disclosed to third parties for those third parties' own direct marketing purposes. ASCB makes no such disclosures.

If you are under 18, live in California and have posted content on our website, you may ask us to remove it, using the details in section 17.

Residents of other US states with comprehensive privacy laws, including Colorado, Connecticut, Delaware, Montana, Oregon, Texas, Utah and Virginia, have broadly equivalent rights. We apply the rights set out in section 12 to residents of those states, and will honor any further right their law gives them. Where a state law provides a right to appeal a request we have refused, you may appeal through the contact form at ascb.com/contact.aspx, marking your message "privacy appeal".

14. Additional rights in the United Kingdom and the European Economic Area

If you are in the United Kingdom or the European Economic Area, the UK GDPR or the EU GDPR may apply to the personal information we hold about you. In addition to the rights in section 12, you may complain to your data protection supervisory authority. In the United Kingdom that is the Information Commissioner's Office. The European Commission publishes a list of the authorities in the European Economic Area.

We would rather have the chance to put a concern right first, so please contact us through the contact form at ascb.com/contact.aspx before approaching a regulator if you are willing to.

15. Do Not Track and Global Privacy Control

Most browsers include a Do Not Track setting. There is no agreed technical standard for how a website should respond to it, and we do not respond to it. Some browsers and extensions also send a Global Privacy Control signal, which several US state laws treat as a request to opt out of the sale or sharing of personal information. We do not sell or share personal information, so that signal has nothing to turn off. If an agreed standard is adopted that we are required to follow, we will say so here.

16. Changes to this policy

We update this policy when our practices change or the law changes. The date at the head of this document shows when it was last updated, and the version reference appears in the footer. Where a change materially affects how we use personal information, we will say so prominently on our website or tell you directly. The current version is the one published at ascb.com.

17. How to contact us

Questions, requests and complaints about this policy, or about the personal information we hold, should be addressed to:

Accreditation Service for Certifying Bodies LLC
8 The Green
Dover, DE 19901
United States
Contact form: ascb.com/contact.aspx
Telephone: +1 302 310 5048

We aim to acknowledge a request within five working days, and to answer it within the period the applicable law allows.