

Addendum to Data Protection & Privacy Policy

This addendum to the Data Protection and Privacy Policy concerns the arrangements made by the Insurance Institute ("the Institute") to offer examinations in the online environment.

The Institute has engaged TestReach Ltd., of 13 Woodside Drive, Rathfarnham, Dublin 14 ("TestReach"), which uses online assessment software to proctor examinations remotely and to provide collated results to multiple choice questions posed in exams.

Exchange of personal data

- 1 To enable TestReach to provide its proctoring services, the Institute provides to TestReach the following personal data about examination candidates:
 - Candidate number
 - Candidate name
 - Candidate DOB
 - Candidate email address.
 - Mobile phone number
 - Reasonable accommodation
- 2 Additional personal data is provided to TestReach directly by examination candidates or acquired by TestReach during the examination process. This is as follows:
 - Candidate photo ID
 - Video recording of the candidate taking the exam
 - Recordings of any communications between the candidate and the TestReach examination supervisor while the examination is taking place
 - Data about the computer and technology used by the candidate and its activity data, including IP address
 - Cookies are used to remember candidate login details.
- 3 Further personal data is processed by TestReach following the examination:
 - To report to the Institute on the conduct of the examinations
 - To provide to the Institute the scores awarded to candidates for the answers to multiple choice questions.

Management of personal data

- 4 The Institute has entered into a data processing agreement with TestReach to govern the use of the personal data of candidates and to ensure that the data is processed in accordance with Data Protection laws. A copy of this agreement is available to candidates on application. Key provisions of the agreement include:
 - That the personal data of candidates is kept confidential
 - That it is processed only for the purposes of proctoring the examinations and reporting results to the Institute

- That appropriate security measures are employed to protect the personal data of candidates
- That on completion of the examination process (including where relevant, an appeal) or at any point when requested by the Institute, the personal data of candidates will be deleted from the TestReach systems.

Amendment of Data Protection and Privacy Policy

- 5 To the extent that this addendum to the Institute's Data Protection and Privacy Policy conflicts with any provision in that policy, when an examination is taken remotely the terms of this addendum will apply.

Updates to privacy notice

The Institute's privacy notice, of which this addendum is part, is effective from 25 May 2018. The Institute may change the privacy notice from time to time. If there are material changes the Institute will notify you either by posting on the website or by other communications.

Updated: 12th November 2025