The logos are the registered Trade Marks of BCS The Chartered Institute For IT and the International Computer Driving Licence Foundation Limited.

Privacy Policy

START SMART SDN BHD understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who uses our BCS accredited education and training services, and we will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law. We will not sell your personal data to any third parties with commercial interest but only share your personal data with the regulatory authorities and/or the relevant stakeholders.

What is Personal Data?

Personal data is defined as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

Definition and Interpretation

"BCS Learning Account" means an account to access and/or use certain areas and/or features of the authorised BCS site to conduct assessments of the BCS study programme, sit for examinations and acquire certifications.

"Unique Learner Number" means registering a learner/student on to the UK Education System and Learner Record Service to acquire a student's ULN. Upon acquiring a ULN, a student will then be registered with BCS the awarding body.

"BCS Student ID Number" is provided to a student by BCS The Chartered Institute For IT, the awarding body, upon successful registration, to complete the assessments for award, certificate, or diploma.

"BCS Enrolment Form" is used to collect the relevant information to register an applicant on the BCS Study Programme.

"BCS Learner Agreement" is a binding contractual agreement between the relevant parties and/or stakeholders.

The logos are the registered Trade Marks of BCS The Chartered Institute For IT and the International Computer Driving Licence Foundation Limited.

Information About Us

Our Site, www.startsmart.asia is owned and operated by START SMART SDN BHD, a limited liability company registered in Malaysia under company number 201701045117 (1259290 – P).

Registered Address: Suite 07-13, 7th Floor, Menara TJB, No. 9 Jalan Syed Mohd Mufti, Johor Bahru, Johor, Malaysia, 80000.

Data Protection Officer: Mr Charles George

Email Address: charles@startsmart.asia

Contact Number: +60 17 – 777 0081

Postal Address: START SMART SDN BHD - Suite 07-13, 7th Floor, Menara TJB, No. 9 Jalan Syed Mohd Mufti, Johor Bahru, Johor, Malaysia, 80000.

The logos are the registered Trade Marks of BCS The Chartered Institute For IT and the International Computer Driving Licence Foundation Limited.

What Personal Data Do We Collect and How?

We may collect and hold some or all of the personal and non-personal data set out in the table below, using the methods also set out in the table.

We do not collect any 'special category' or 'sensitive' personal data save that we do collect personal data relating to children since we are educators and cannot provide contracted services otherwise.

Such information is provided consensually by parents, guardians, or schools with authority. We do not collect personal data relating to criminal convictions and/or offences.

DATA COLLECTED	HOW WE COLLECT THE DATA
Identity information including name; title; date of birth; gender, and in addition physical identification, such as passport, photographic valid driving licence, Identity Card, or Birth Certificate.	Through BCS Enrolment Form (hardcopy) and BCS Learner Agreement (hardcopy) and any other BCS relevant forms (hardcopies).
Contact information including postal address; residence address; phone & mobile; email.	Through BCS Enrolment Form (hardcopy) and BCS Learner Agreement (hardcopy) and any other BCS relevant forms (hardcopies).
Business information including business name; job title; profession; nature of business; place of business; contact information.	Appointment, Business Meeting, Email, Telephone.
Payment information including card details; bank information;	Arrangement for payment to be agreed between relevant parties.
Profile information including preferences; interests; purchase history; login details;	Online, Face to Face, Email, Telephone.
Technical information including IP address; browser type; browser version; operating system, licensed software, cookies.	Online, Face to Face, Email, Telephone.
Data from regulatory authorities including technical information; contact information; profile information, software update, platform update.	Online, Face to Face, Email, Telephone.

The logos are the registered Trade Marks of BCS The Chartered Institute For IT and the International Computer Driving Licence Foundation Limited.

How Do We Use Your Personal Data?

We must always have a lawful basis for using personal data. The following table describes how we may use your personal data, and Our lawful bases for doing so:

WHAT WE DO	WHAT DATA WE USE	OUR LAWFUL BASIS
BCS Registration & setting up of BCS Learning Account to carry out BCS study Programme.	Contact; Identity; Business.	Legitimate interest; We have to use your personal data for your BCS registration.
Providing and managing your Account.	Identity; Contact; Business; Payment; Technical;3rd Party Data;	Consent. You give positive consent when applying to open the account and use the relevant resources.
Providing and managing your access to resources.	Identity; Contact; Business; Payment; Technical;3rd Party Data;	Consent. You give positive consent when applying to open the account and use the relevant resources.
Personalising and tailoring your experience on the BCS Study Programme.	Identity; Contact; Business; Payment; Technical;3rd Party Data;	Consent. You give positive consent when applying to open the account and use the relevant resources.
Administering Our Resources.	Identity; Contact; Business; Payment; Technical;3rd Party Data;	Legitimate interest; We have a commercial interest in using your data to administer Our resources.
Administering Our Business.	Identity; Contact; Business; Payment; Technical;3rd Party Data;	Legitimate interest; We have a commercial interest in using your data to administer Our business.
Supplying our services to you.	Identity; Contact; Business; Payment; Technical;3rd Party Data;	Contract. We cannot fulfil the provisions of Our Services to you unless we use your Personal Data.
Managing payments for our services	Identity; Contact; Business; Payment; Technical;3rd Party Data;	Contract. By contracting to take Our services you agree to Us/Our, using your Personal Data for these purposes.
Personalising and tailoring our services for you.	Identity; Contact; Business; Payment; Technical;3rd Party Data;	Consent. You consent to our use of your Personal Data to provide you with a

The logos are the registered Trade Marks of BCS The Chartered Institute For IT and the International Computer Driving Licence Foundation Limited.

		personalised service which you will then enter into a contract to purchase.
Communicating with you.	Identity; Contact; Business; Payment; Technical;3rd Party Data;	Consent.
Supplying you with information by email and/or post that you have opted-in-to (you may opt-out at any time by email or telephone.)	Identity; Contact; Business; Payment; Technical;3rd Party Data; offers, news, marketing.	Consent

How Long Will We Keep Your Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. We are required by law to retain records for certain purposes such as accountability, and transparency for at least 3 years. Accordingly, we will keep your Personal Data for 3 years and thereafter it will be deleted.

The privacy policy will be reviewed every 12 months by Mathews George, Internal Quality Assurance Officer, START SMART SDN BHD.

Last updated: January 2024.