

ANNEX A

The table below explains what we use (process) your personal information for and our reasons for doing so:

What we use your personal information for	Our reasons
To provide services to you or to your employer, including arranging trips and events, and providing training.	<p>For the performance of our contract with you or to take steps at your request before entering into a contract</p> <p>For our legitimate interests or those of a third party, i.e. to organise events and trips, and provide services.</p>
To prevent and detect fraud against you or other JNTO offices	For our legitimate interests or those of a third party, i.e. to minimise fraud that could be damaging for us and for you
Gathering and providing information required by or relating to audits, enquiries or investigations by regulatory bodies	To comply with our legal and regulatory obligations
Ensuring policies are adhered to, e.g. policies covering security and internet use	For our legitimate interests or those of a third party, i.e. to make sure we are following our own internal procedures so we can deliver the best service to you
Operational reasons, such as improving efficiency, training and quality control	For our legitimate interests or those of a third party, i.e. to be as efficient as we can so we can deliver the best service
Ensuring the confidentiality of commercially sensitive information	<p>For our legitimate interests or those of a third party, i.e. to protect confidential or sensitive information</p> <p>To comply with our legal and regulatory obligations</p>

What we use your personal information for	Our reasons
Statistical analysis, carrying out surveys, and requesting and reviewing feedback from participants to help us manage our offices, e.g. in relation to our customer base, trips and events we organise or other efficiency measures	For our legitimate interests or those of a third party, i.e. to be as efficient as we can so we can deliver services
Preventing unauthorised access and modifications to systems	<p>For our legitimate interests or those of a third party, i.e. to prevent and detect criminal activity that could be damaging for us and for you</p> <p>To comply with our legal and regulatory obligations</p>
Updating and enhancing customer records	<p>For the performance of our contract with you or to take steps at your request before entering into a contract</p> <p>To comply with our legal and regulatory obligations</p> <p>For our legitimate interests or those of a third party, e.g. making sure that we can keep in touch with our customers about trips and events</p>
Ensuring safe working practices, staff administration and assessments	<p>To comply with our legal and regulatory obligations</p> <p>For our legitimate interests or those of a third party, e.g. to make sure we are following our own internal procedures and working efficiently so we can deliver the best service</p>

What we use your personal information for	Our reasons
<p>Marketing our trips and events and those of selected third parties to:</p> <p>—existing and former customers;</p> <p>—third parties who have previously expressed an interest in our services;</p> <p>—third parties with whom we have had no previous dealings.</p>	<p>For our legitimate interests or those of a third party, i.e. to promote our services to existing and former customers</p> <p>Consent</p>
<p>Sending publications and brochures (including newsletters)</p>	<p>For our legitimate interests or those of a third party, i.e. to promote our services and to provide information</p> <p>Consent</p>
<p>External audits and quality checks, e.g. for ISO or Investors in People accreditation and the audit of our accounts</p>	<p>For our legitimate interests or a those of a third party, i.e. to maintain our accreditations so we can demonstrate we operate at the highest standards</p> <p>To comply with our legal and regulatory obligations</p>

The above table does not apply to special category personal information, which we will only process with your explicit consent.