

PRIVACY POLICY

Website: itep.uz

Effective date: 16 September 2026

This Privacy Policy explains how personal information may be collected, used, stored, disclosed, and protected when individuals use the iTEP Uzbekistan (itep.uz) website and related services made available through NEN.

1. About This Privacy Policy

This Privacy Policy ("Policy") applies to the website itep.uz and to personal information processed in connection with inquiries, registration support, examination-related services, candidate assistance, payments, and other services made available through or in connection with the website.

For purposes of this Policy, "NEN", "we", "us", or "our" refers to NEN | National Education Network and the relevant NEN entity operating the website and related local services. iTEP International LLC and other third parties may independently process personal information under their own privacy policies when users access their platforms or services.

This Policy is intended to provide general information about our privacy practices. Personal information is processed in accordance with applicable laws and regulations, including the legislation of the Republic of Uzbekistan on personal data.

2. Personal Information We May Collect

Depending on how you use the website and related services, we may collect or receive the following categories of information:

- Identity information, such as full name, career, residence country, and other identifying details where required for examination or verification purposes.
- Contact information, such as email address, telephone number, and other contact details.
- Registration and examination information, such as selected examination, test center, candidate or registration identifiers, and information required to administer or support a test.
- Payment and transaction information, such as payment status, transaction reference, amount, currency, and related records. Complete payment-card credentials may be collected and processed directly by banks, payment gateways, or other payment service providers rather than by NEN.
- Communications, including inquiries, emails, support requests, feedback, and other information that you voluntarily provide to us.
- Technical and usage information, such as IP address, browser type, device information, operating system, access time, referring pages, website activity, cookies, server logs, and similar technical data where such technologies are used.

We ask users not to provide personal information that is unnecessary for the requested service.

3. How We Collect Information

We may collect personal information:

- directly from you when you contact us, complete a form, register for or purchase a service, or otherwise communicate with us;
- through authorized test centers, representatives, proctors, or other parties involved in providing examination-related services;
- from iTEP International or other examination/service providers where necessary to support registration, administration, verification, scoring, reporting, or customer service;
- automatically through the website and related technical systems, where applicable; and
- from banks, payment gateways, or payment service providers in relation to payment confirmation, reconciliation, refunds, disputes, fraud prevention, or other transaction-related matters.

4. Purposes for Which We Use Personal Information

We may process personal information for legitimate operational, contractual, legal, and service-related purposes, including to:

- respond to inquiries and provide information about iTEP examinations and related services;
- support candidate registration, scheduling, identification, and examination administration;
- communicate with candidates regarding registrations, appointments, payments, examination procedures, results-related processes, and customer support;
- process or confirm payments and maintain appropriate financial and transaction records;
- coordinate with iTEP International, authorized test centers, proctors, and other service providers where necessary to provide the requested service;
- protect examination integrity, prevent fraud, misuse, impersonation, or security incidents, and investigate suspected violations;
- maintain and improve the website, troubleshoot technical issues, and understand general website usage;
- comply with applicable laws, regulatory requirements, lawful requests, accounting requirements, contractual obligations, and internal compliance procedures; and
- establish, exercise, or defend legal rights and resolve complaints or disputes.

5. Legal Grounds and Consent

Where required by applicable law, we process personal information with the consent of the individual. Depending on the circumstances and applicable law, processing may also be necessary to provide a requested service, perform contractual obligations, comply with legal requirements, protect legitimate interests, ensure examination and information security, or protect the rights and lawful interests of NEN, users, partners, and other persons.

Where processing is based on consent, you may withdraw that consent subject to applicable law and any limitations resulting from services already provided, legal retention requirements, examination integrity, or other lawful grounds for continued processing.

6. Sharing and Disclosure of Personal Information

We do not sell personal information. We may disclose personal information where reasonably necessary to:

- iTEP International LLC, where required for examination registration, administration, verification, scoring, reporting, support, security, or related services;
- authorized test centers, administrators, proctors, representatives, and other parties involved in delivering the requested examination or service;
- banks, payment gateways, card networks, payment service providers, and financial institutions for payment processing, reconciliation, fraud prevention, refunds, and chargeback management;
- IT, hosting, communications, cybersecurity, analytics, document-management, and other service providers acting on our behalf or supporting our operations;
- professional advisers, auditors, insurers, or consultants where reasonably necessary and subject to appropriate confidentiality obligations;
- government authorities, courts, regulators, law-enforcement bodies, or other competent authorities where disclosure is required or permitted by applicable law; and
- other parties where you have requested or consented to the disclosure, or where otherwise permitted by law.

We seek to limit disclosures to information reasonably necessary for the relevant purpose and to use appropriate contractual, organizational, and technical safeguards where required.

7. Third-Party Websites and Services

The website may contain links to or integrations with third-party websites and services, including iTEP International platforms, registration systems, payment services, banks, social media services, or other external resources. When you leave itep.uz or use a third-party service, that third party may collect and process information under its own privacy policy and terms.

NEN does not control the privacy practices of independent third parties. Users should review the applicable privacy notices of third-party services before submitting personal information to them.

8. Cookies and Similar Technologies

The website may use cookies, server logs, and similar technologies that are necessary for website operation, security, performance, functionality, or general usage analysis. These technologies may collect technical information such as IP address, device or browser information, session information, and pages visited.

Where consent is required for non-essential cookies or similar technologies, appropriate choices should be provided in accordance with applicable law. Browser settings may also allow users to block or delete certain cookies; however, doing so may affect website functionality.

9. Data Security

We take reasonable administrative, organizational, and technical measures designed to protect personal information against unauthorized or unlawful access, disclosure, alteration, loss, destruction, or misuse. Such measures may include access controls, authentication, confidentiality requirements, secure systems, security monitoring, backups, and other safeguards appropriate to the nature of the information and the risks involved.

No website, electronic transmission, or information system can be guaranteed to be completely secure. Accordingly, while we take reasonable measures to protect information, absolute security cannot be guaranteed.

10. Data Retention

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected or subsequently lawfully processed, including examination administration, customer support, payment and accounting records, fraud prevention, dispute resolution, contractual obligations, and compliance with applicable legal or regulatory requirements.

Retention periods may vary depending on the category of information, the relevant service, applicable requirements of examination providers, and legal obligations. When information is no longer required, we may delete, anonymize, or securely dispose of it, subject to applicable law.

11. Storage and International Processing

Because iTEP is an international examination and the service provider or system may operate outside Uzbekistan, certain personal information may need to be accessed, processed, or transferred across borders where this is necessary for the relevant service and permitted by applicable law.

NEN will handle storage and cross-border processing in accordance with applicable requirements of the Republic of Uzbekistan. Where local storage, consent, contractual safeguards, or other measures are required for particular categories of personal information, we will seek to apply the relevant requirements before such processing or transfer.

12. Rights of Individuals

Subject to applicable law and relevant exceptions, you may have the right to:

- request information about whether and how your personal information is being processed;
- request access to personal information relating to you;
- request correction or updating of inaccurate or incomplete information;
- request deletion or restriction of processing where legally available;
- withdraw consent where processing is based on consent, subject to applicable limitations;
- object to or challenge certain processing where such a right is provided by law; and
- submit a complaint or exercise other rights available under applicable personal-data legislation.

We may need to verify your identity before acting on a request. Certain information may need to be retained or processing may need to continue where required by law, examination rules, fraud prevention, contractual obligations, or the establishment, exercise, or defense of legal claims.

13. Children and Minors

Some iTEP examinations or related services may be available to persons under the age of majority. Where personal information of a minor is processed, we will seek to do so in accordance with applicable law and applicable examination procedures. Where consent or authorization of a parent, guardian, or other legal representative is required, it should be obtained before the relevant processing.

14. Examination Security and Identity Verification

Examination services may require identity verification and security measures designed to confirm candidate identity, protect test content, prevent impersonation or misconduct, and maintain the integrity of examination results. The specific information and technologies used may depend on the examination format, test center, examination provider, and applicable rules.

Where biometric or other specially protected categories of personal information are processed, such processing should be conducted only where necessary and in accordance with applicable legal requirements and the relevant examination provider's procedures.

15. Marketing Communications

Where permitted by law, we may send information about examinations, educational services, events, or related offerings if you have requested such information or provided any consent required by applicable law. You may ask us to stop sending promotional communications by using any unsubscribe method provided or by contacting us.

Service-related communications, such as registration confirmations, examination instructions, payment notices, or important operational messages, are not treated as promotional communications and may continue where necessary to provide a service.

16. Changes to This Privacy Policy

We may update this Policy from time to time to reflect changes in our services, technology, business practices, examination procedures, or applicable legal requirements. The updated version will be published on or made available through itep.uz with a revised effective date. Users are encouraged to review the Policy periodically.

17. Contact Us

If you have questions about this Privacy Policy, our handling of personal information, or wish to submit a privacy-related request, you may contact us using the details below:

Email: itep@nen-global.org

18. Governing Framework

This Policy is intended to be read and applied in accordance with applicable legislation of the Republic of Uzbekistan, including applicable requirements concerning personal data, confidentiality, information security, storage, and cross-border processing, as amended from time to time. Where a mandatory legal requirement conflicts with this Policy, the mandatory legal requirement will prevail.

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