

STREET NR

CXLAB

Code of Ethics

Version: 1.0

Approved by: CX Lab

Review cycle: Annual or as required

Effective date: 9th February 2026

1. Purpose

This Code of Ethics sets out the principles and standards of conduct expected of all members of the CX Lab community, including management, staff, tutors, learners, and external collaborators. CX Lab is committed to conducting all its activities with integrity, professionalism, fairness, and respect, in line with its mission and MFHEA requirements.

2. Core Values

CX Lab's ethical conduct is guided by the following core values:

Agility

We respond constructively and responsibly to change. We approach challenges with flexibility and openness, ensuring that decisions and actions are aligned with quality outcomes and learner needs.

People

People are central to everything we do. We value dignity, respect, inclusivity, and equal opportunity, and we are committed to supporting personal and professional growth within a safe and supportive learning environment.

Passion

We are driven by a genuine commitment to learning and development. Our passion for education promotes engagement, motivation, continuous improvement, and excellence in all our activities.

3. Standards of Ethical Conduct

All members of CX Lab are expected to:

- Act honestly, professionally, and responsibly;
- Comply with applicable laws, regulations, and institutional policies;
- Avoid any conduct that may bring the institution into disrepute;
- Respect confidentiality and data protection obligations;
- Declare and manage any actual or potential conflicts of interest.

4. Conflict of Interest

Any situation where personal, professional, or financial interests may conflict with the interests of CX Lab must be disclosed promptly.

Declared conflicts are reviewed and managed to ensure impartiality in decision-making, assessment, and academic governance.

5. Data Storage and Retention

Personal data is stored securely using appropriate technical and organisational measures. Data is retained only for as long as necessary to fulfil its purpose and to meet regulatory and legal requirements.

Retention periods are defined in accordance with CX Lab's data management procedures.

6. Data Security

CX Lab applies appropriate safeguards to protect personal data against unauthorised access, loss, misuse, or disclosure. Access to personal data is restricted to authorised personnel only.

7. Data Sharing

Personal data may be shared with third parties only where necessary for legitimate educational, administrative, or regulatory purposes, including:

- MFHEA or other competent authorities;
- external assessors or moderators, where applicable;
- service providers supporting learning platforms or administration, subject to appropriate data protection safeguards.

CX Lab does not sell personal data to third parties.

8. Data Subject Rights

Individuals have the right to:

- Access their personal data;
- Request rectification of inaccurate data;
- Request erasure or restriction of processing where applicable;
- Object to processing;
- Lodge a complaint with the Office of the Information and Data Protection Commissioner (IDPC).

Requests may be submitted in writing using the contact details below.

9. Data Breaches

Any personal data breaches are handled in accordance with applicable data protection legislation. Where required, breaches are reported to the relevant authorities and affected individuals within statutory timeframes.

10. Contact Details

For any queries relating to data protection or this Privacy Notice, individuals may contact:

CX Lab

Email: cxlab@streethr.com.mt

Address: 16 Central Business Hub, Level Two, Triq I-Imdina, Attard. ATD 9036.

11. Review and Publication

This Privacy Notice is publicly available on the CX Lab website and is reviewed regularly to ensure continued compliance with data protection requirements.