

STREET NR

CXLAB

Data Protection & Privacy Notice

Version: 1.0

Approved by: CX Lab

Review cycle: Annual or as required

Effective date: 9th February 2026

Introduction

CX Lab is committed to protecting the privacy and personal data of its learners, staff, tutors, and stakeholders. This Privacy Notice explains how personal data is collected, used, stored, and protected in accordance with applicable data protection legislation, including the General Data Protection Regulation (GDPR).

2. Data Controller

CX Lab, operating under StreetHR, acts as the Data Controller for personal data processed in relation to its educational and administrative activities.

3. Personal Data We Collect

CX Lab may collect and process personal data including, but not limited to:

- Personal identification and contact details;
- Enrolment and learner records;
- Assessment results and certification data;
- Attendance and participation records;
- Feedback and evaluation data;
- Payment and invoicing information where applicable.

4. Purpose and Legal Basis for Processing

Personal data is processed for the following purposes:

- Learner enrolment, administration, and support;
- Delivery of learning programmes and assessment;
- Certification and academic records management;
- Compliance with MFHEA and legal obligations;
- Quality assurance and continuous improvement;
- Communication with learners and stakeholders.

Processing is carried out on the basis of contractual necessity, legal obligations, and legitimate interests, as applicable.

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: cxlabs@streethr.com.mt

Address: 16 Central Business Hub, Level Two, Triq l-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.