

Qpercom supports the digital delivery of high-stakes assessment and recruitment for universities and health bodies including the NHS. This summary sets out how we protect the process and the data behind every assessment we run. Full detail is available at qpercom.com/trust-and-compliance.



Cyber Essentials
In progress

THE QPERCOM TRUST REGISTER

TC-01 Accessibility

Built to WCAG 2.2 Level AA so every candidate, examiner and administrator can use the platform, regardless of ability.

TC-02 Responsible AI

Human-in-the-loop by design. Optional AI-assisted tools help assessment teams reduce admin burden — they're never automated or compulsory, and a human always stays in the loop. All processing happens fully within Qpercom; nothing is shared with third parties.

TC-03 Data Security & Integrity

ISO 27001 certified infrastructure, hosted on AWS in the region that matches each institution's own jurisdiction, so data doesn't leave the jurisdiction it needs to stay in.

TC-04 GDPR & Data Protection

Institutions choose where their data resides and set their own retention periods to meet their own regulatory requirements — the same client-led model as our jurisdiction-matched hosting. A Data Processing Agreement is available on request.

TC-05 Customer Input to Development

Clients shape the Qpercom roadmap through regular check-in calls, annual training and update sessions, and cross-client user groups where institutions compare notes and feed back directly to our team.

TC-06 Customer Support

Standard support hours are 9am–5pm GMT, Monday to Friday, with dedicated support options available on request. Most queries receive a fast response on the day raised, via email (support@qpercom.ie), phone (+353 91 395416), in-platform messenger, or your account manager. The same channels give the fastest response for urgent issues during a live assessment.

Your data stays where you need it

- **EU institutions** — data hosted within the EU
- **UK institutions** — data hosted within the UK
- **Other regions** — matched to your own jurisdictional requirement

Built with our clients, not just for them

- **Regular check-in calls** — a direct line to the Qpercom team
- **Annual training & update sessions** — a standing opportunity to raise pain points
- **Cross-client user groups** — institutions compare notes and shape the roadmap together