



ACCS 0:2026

General Scheme Rules

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Introduction

These General Scheme Rules & Procedures set out the requirements for clients of the Age Check Certification Scheme. They include high-level commitments to comply with the applicable standards for their business operations. These are set out in separate documents but may be drawn from international or national standards (such as ISO/IEC 27566-1:2025), the standards of organisations that appoint the Scheme as their auditor (such as the Proof of Age Standards Scheme) or standards developed by this Scheme.

This document then handles how audit, monitoring, certification decisions, impartiality and confidentiality are addressed by the Scheme. It sets out the overall Scheme approach to different test capabilities and analysis of results available to the Scheme to assess the performance of Age Check Systems, both as a part of initial certification and for ongoing monitoring of continued claims of conformity.

The Scheme operates to four broad indicators of confidence in the efficacy and performance of Age Check Systems; and these at both ‘Age Check Service Provider’ level and at ‘Implementation by Relying Party’ level.

The broad indicators of confidence are:

Basic	Effective	Highly Effective	Strict
Classification Accuracy	Classification Accuracy	Classification Accuracy	Classification Accuracy
80%	95%	99%	99.9%

Individual requirements set out in this document or additional documents may extend the overall classification accuracy to encompass wider requirements for privacy, security, acceptability, functional integration, fairness and capability.

This document also forms the Rules for the use of the Certification Mark, as required by the UK Intellectual Property Office under the registered certification mark UK 3467707.

The Age Check Certification Scheme Rules and these Technical Requirements have been designed to comply with ISO/IEC 17065:2012, the UK Information Commissioner’s additional requirements for approved certification schemes under UK GDPR, the relevant regulatory requirements for Age Check Service Providers, the appropriate product and service standards and the requirements of the Trade Mark Rules 2008.

ISO/IEC 17065:2012 is the recognised international standard for how a certification body conducts product and service certification. The Certification Assessment Body for these Scheme Rules, AVID

Certification Services Ltd is accredited by UKAS under ISO/IEC 17065:2012 with the registration number 21037.

Certification is conducted against the requirements of recognised individual age assurance service provider specifications, such as the requirements of ISO/IEC 27566-1:2025, the Proof-of-Age Standards Scheme and other standards. This is achieved through an initial appraisal of evidence against technical requirements, followed by ongoing monitoring once certification has been achieved. As this monitoring is carried out using a sampling process, certification does not guarantee the performance of any age check product or service.

Specific technical assessment requirements, along with the applicable standards are detailed in the individual scheme sections.

Any initial application for certification can be made by writing to any of our approved conformity assessment bodies or by visiting www.accscheme.com.

1. Scope

The Age Check Certification Scheme (ACCS) Rules are applicable to any individual or organisation that is any:

- a) Age Assurance Providers – that is any organisation that provides age verification, age estimation or age inference technologies or services for use by relying parties to assist with age-related eligibility requirements;
- b) Intermediaries – being any organisation that provides support services or components they assist or enable and age assurance system to operate, but don't themselves establish the age assurance result or make the age-related eligibility decision.
- c) Relying Parties (online or offline) that rely on results of an age check (either remotely or during a face-to-face encounter) to establish the age-related eligibility decision; and
- d) Information Society Services that are within scope for the Code of Practice issued under s.123 of the Data Protection Act 2018.

Age Assurance Providers are likely to be providing at least one of the following services aimed at achieving age assurance about any citizen:

- a) Age verification – age assurance method based on calculating the difference between the current date and the confirmed date of birth of an individual;
- b) Age estimation – age assurance method based on using inherent features or behaviours of individuals that vary with age; or
- c) Age inference - age assurance method based on confirmed information which indirectly implies that an individual is over or under a certain age or within an age range.

2. Normative References

External standards are available for search, preview and purchase from:

- The British Standards Institute (BSI) website: <http://shop.bsigroup.com/>;
- Any International Standards Organisation; or
- The specific organisation that has produced the standards (such as the Proof of Age Standards Scheme – www.pass-scheme.org.uk).

Internal standards are available for search, preview and purchase from:

- The Age Check Certification Scheme: www.accscheme.com

Legal Provisions

The process of gaining age assurance is governed by numerous statutes and legal provisions relating to the control of access to age restricted goods, content and services. These provisions differ between jurisdictions. The Scheme shall maintain a library of such legislation in the integrated management system. It is not practical to list all of the relevant legal provisions here and they are constantly changing. In general, however, the legal provisions are likely to relate to the sale or supply of goods, content or services such as:

- Alcohol
- Tobacco and Nicotine Vapour Products
- Gambling & Lotteries
- Weapons
- Entertainment, including online content
- Body Modification, such as tattoos or special treatment services
- Harmful Products
- Credit
- Information Society Services

Age Check Certification Scheme

The Age Check Certification Scheme is built on a modular approach to applicable standards and technical requirements. As a part of the Application Review Process, a Certification Officer assesses the applicable requirements for the business model of the Scheme Client. The suite of applicable requirements is constantly changing as new methodologies emerge, new standards are developed and new technical requirements are introduced. A full comprehensive current list can be found on the Standards Section of the Scheme website.

Proof of Age Standards Scheme

The Scheme is the appointed auditor for the UK's Proof of Age Standards Scheme operated by PASSCO cic. A full comprehensive list can be found on the Standards Section of the Scheme website.

National and International Standards

IEEE 2089.1:2024 - Standard for Online Age Verification;

ISO 17065:2012 – Conformity assessment – Requirements for bodies certifying products, processes and services;

ISO/IEC 27566-1:2025 – Age Assurance Systems – Part 1: Framework

3. Terms and definitions

In this document:

“**shall**” indicates a requirement

“**should**” indicates a recommendation

“**may**” indicates a permission

“**can**” indicates a possibility or a capability

***GUIDANCE NOTES** are shown in italic text and are intended to assist the reader with understanding provisions.*

When referring to the ACCS Standards, refer to the ACCS Standard, followed by the year of issue, followed by the provision – such as **ACCS 0:2026, 4.3**.

The definitions contained in ISO/IEC 27566-1 and IEEE 2089.1 are normative to this document and are not repeated here.

3.1

Accredited Certification Body Means a body that is accredited in accordance with ISO/IEC 17065 conformity assessment by UKAS or an equivalent Scheme and

undertakes the assessment of ACCS applicants against the requirements of this Scheme.

3.2

Certification Requirement

Means a specified requirement that is fulfilled by the client as a condition of establishing and maintaining certification [ISO 17065:2012 – 3.7].

3.3

Certification Scheme

Means the Age Check Certification Scheme. [ISO 17065:2012 – 3.9].

3.4

Client

Means an organisation that has applied for certification or been granted certification that is responsible to ACCS for ensuring that the certification requirements are fulfilled [ISO 17065:2012 – 3.1].

3.5

Consultancy

Means the provision of services for:

- (a) the designing, specifying, maintaining, installing or providing an age check system, intermediary or being a relying party for an age assurance system; or
- (b) the designing, specifying, maintaining, installing or providing an age assurance system to be certified [ISO 17065:2012 – 3.2].

3.6

Evaluation

Means the combination of the selection and determination functions of conformity assessment activities against the scheme rules [ISO 17065:2012 – 3.3].

3.7

ICO

Means the Information Commissioner’s Office.

3.8

ILAC Agreement

Means an agreement that has been signed by various international accreditation bodies in order to allow mutual recognition.

3.9

Impartiality

Means the presence of objectivity [ISO 17065:2012 – 3.13].

3.10

Initial Type Test

Means a test or calculation against defined procedures to determine the performance characteristics of a product. In order to be

accepted as part of the Scheme, Initial Type Testing shall meet the criteria set out in Section 6 of this document.

3.11

IPO

Means the Intellectual Property Office.

3.12

Scheme Owner

Means the Age Check Certification Scheme Ltd [ISO 17065:2012 – 3.11].

3.13

Scope of Certification

Means the identification of the age assurance functions for which certification is granted, the applicable scheme and the standard, code or regulations (including their date of publication) to which it is judged that the age check function complies [ISO 17065:2012 – 3.10].

3.14

UKAS

Means the United Kingdom Accreditation Service.

3.15

UK GDPR

Means the General Data Protection Regulation (EU) 2016/679, as it forms part of the law of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018 and section 205(4) of the Data Protection Act 2018.

4. Regulations Governing the Use of the Certification Mark

- 4.1 This section is for compliance with the Trade Mark Registrar’s Regulations governing the use of the ACCS Certification Mark. These Scheme Rules also comply with the requirements of the Trade Mark Rules 2008 and have been assessed by the Intellectual Property Office. The condition of use of these marks by certified clients is given below. The format of the Marks is given in Section 8 ‘Certification Marks’.
- 4.2 The ACCS Certification Mark UK 3467707 for the mark “Age Check Certified Scheme” is approved by the Intellectual Property Office (IPO).

Persons authorised to use the mark

4.3 The persons authorised to use the mark are any individuals or companies having achieved a certificate of conformity and demonstrating ongoing compliance with the Scheme Rules that are:

- Proof-of-Age ID Providers;
- Age Assurance Providers;
- Intermediaries;
- Relying Parties that rely on results of an age check;
- Information Society Services.

Characteristics being certified

4.4 Use of the mark certifies that the products, processes and systems of the certified provider can, within the scope of their certification, meet the relevant requirements of appropriate standards or regulations regarding age assurance and the protection of children from harm from access to age restricted content, goods or services.

How the certification body tests those characteristics

4.5 The certification body will test the characteristics by performing initial type testing in relation to the relevant individual criteria, covering the age assurance service provider type to be certified.

4.6 Further details of this can be found at Section 6 of these General Scheme Rules & Procedures.

4.7 How the certification body supervises use of the mark:

- Following an initial audit and issuance of a certificate of conformity;
- Regular monitoring based on a randomised sampling approach;
- Accelerated sampling because of persistent non-conformances;
- Recertification at defined intervals not exceeding two years.

Fees to be paid

4.8 Details on the fees can be found at Section 14 of these General Scheme Rules & Procedures.

Procedure for resolving disputes

4.9 Any initial appeals specifically dealing with the refusal of an authorised user to become part of the certification scheme can be found at Section 11 of these General Scheme Rules & Procedures.

Condition of the Regulations

- 4.10 It is a condition of use that the mark shall not be used without indicating that it is a Certification Mark.

Amendment of the regulation not without the consent of the register

- 4.11 An amendment of this Section 4 of the General Scheme Rules & Procedures governing the use of the registered certification mark shall not take effect unless and until the amended regulations are filed with the Trade Marks Registrar and accepted. Any significant amendments to these scheme rules may be subject to stakeholder review and input.

5. Requirements for Age Check Best Practice

- 5.1 The Scheme aims to achieve the following:

- a) To provide appropriate validated tools to help prevent harm to children and nuisance caused by young people from access to age-restricted content, goods, services, venues and spaces;
- b) To improve the quality, consistency and performance of age assurance systems and procedures both online and offline;
- c) To provide consumers, purchasers, specifiers, regulators, law enforcement authorities, content providers, service providers and goods retailers with the confidence for them to identify suitable companies for conducting age assurance;
- d) To help companies and individuals to demonstrate that their services or products meet an appropriate standard;
- e) To enable companies to demonstrate compliance with UK GDPR of processing operations by controllers and processors; and
- f) To mitigate the risks of non-compliance with age-restricted content, goods or services legislation including mitigating the risks of:
 - a. criminal or disciplinary sanctions;
 - b. civil or criminal action against the business and individual staff;
 - c. damage to reputation leading to a loss of business;
 - d. licensing action, conditions or restrictions imposed by Licensing Authorities.

Commitment to Age Restrictions Best Practice

5.2 All Scheme Clients shall:

- (a) have a publicly stated commitment to supporting measures of best practice to reduce the access children have to age-restricted goods, content and services;
- (b) act in a manner that is consistent with that commitment; and
- (c) co-operate and support other parties in acting in a manner that is consistent with that commitment.

Commitment to Quality

5.3 All Scheme Clients shall either:

- (a) establish and maintain a management system, in accordance with the provisions of ISO 9001:2015 that is certified by an accredited certification body; or
- (b) establish and maintain a management system that meets, as a minimum, the requirements of section 5.5.

5.4 The minimum requirements referred to in section 5.3 (b) are as follows:

- (a) a statement of the Scheme Client's 'top management' to establish, document and maintain a commitment to quality;
- (b) the appointment of a Senior Person who, irrespective of other responsibilities, shall have responsibility and authority that include the following:
 - a. ensuring that processes and procedures needed for the management system are established, implemented and maintained;
 - b. reporting to 'top management' on the performance of the management system and any need for improvement;
- (c) procedures for the control of documents (internal and external) including:
 - a. the controls needed to approve documents for adequacy prior to issue;
 - b. review and update (as necessary) and re-approve documents;
 - c. ensure that changes and the current revision status of documents are identified;
 - d. ensure that relevant versions of applicable documents are available at points of use;
 - e. ensure that documents remain legible and readily identifiable;
 - f. ensure that documents of external origin are identified, and their distribution controlled;
 - g. prevent the unintended use of obsolete documents, and apply suitable identification to them if they are to be retained for any purpose.
- (d) procedures for the control of records;

- (e) procedures for the Scheme Client’s ‘top management’ to review its management system at planned intervals, in order to ensure its continuing suitability, adequacy and effectiveness in meeting the ‘top management’s’ commitment to quality;
- (f) to establish, document and maintain a process of internal audit conducted by knowledgeable, qualified and suitable personnel and ensuring the internal auditors do not audit their own work, any corrective actions identified are implemented and any appropriate opportunities for improvement are identified;
- (g) to establish procedures for the identification and management of non-conformities in its operations; and
- (h) to establish procedures for taking preventative measures to eliminate the causes of potential non-conformities.

Subcontracting

- 5.5 All Scheme Clients are responsible for the activities of any sub-contractors or providers where they are directly relevant to securing compliance with these Scheme Rules. Contracts and memoranda of understanding with any service providers or their sub-contractors shall be available for inspection by the auditors (commercially sensitive information such as pricing can be redacted). Contracts should demonstrate security and probity and shall in particular follow stringent diligence processes in accordance with these Scheme Rules.
- 5.6 The Contract specification shall include provisions for:
- (a) A commitment to quality equivalent to or exceeding the provisions of Section 5.3 to 5.4;
 - (b) Compliance with the relevant area of certification that is equivalent to or exceeding those standards.

6. Approach to Evaluation and Assessment

Conformity Assessment Body

- 6.1 The conformity assessment body (CAB) shall operate the certification schemes covering the certification activities. The CAB shall be assessed and approved by the Certification Scheme. The current CABs are listed on the scheme website.
- 6.2 The requirements against which the products of a client are evaluated shall be those contained in the specified standards and other normative documents (including those set out in Section 2 of these Rules) as appropriate.

- 6.3 The CAB may produce and make available on request such explanations about the requirements as have been appropriately formulated by relevant and impartial persons or committees, possessing the necessary technical competence.

Applications

- 6.4 A completed application in writing shall include:
- a) The legal entity making the application for certification, where they are, what they do and the markets they operate in;
 - b) which certification scheme(s) are relevant to their activity including a description of the products, processes or services to be certified and the standards and/or other normative documents that the client is seeking certification on;
 - c) the significant aspects of the applicant's process and operations, including any legal obligations that they are under;
 - d) a detailed description of the object of certification (Target of Analysis or Comparison) including any interfaces and transfers to other systems and organisations, protocols or other assurances;
 - e) general information about the business relevant to the certification scheme, such as their human or technical resources and any functions or relationships that they have within or with a larger corporation;
 - f) information concerning any outsourced processes that will affect conformity to the requirements of the certification scheme, including the contractual controls for third party outsourcing and including whether processors are used;
 - g) if the applicant is a data processor (rather than a data controller), their responsibilities and tasks together with a copy of the contract or agreement between the relevant data controller and processor;
 - h) if the applicant is a joint controller with any other organisation, their responsibilities and tasks together with a copy of the contract or agreement between the relevant data controllers;
 - i) whether or not the applicant is the subject of any recent investigation or regulatory action by any law enforcement body including, but not limited to, Police, Financial or Fraud Investigators, Data Protection Supervisory Authorities, any Sectoral Regulator, Trading Standards or Licensing Authorities; and
 - j) any other information that is relevant for initial evaluation and ongoing monitoring activities, including their technical ability to participate in electronic monitoring.

Application Review

- 6.5 An application review through a telephone interview with the applicant, shall be undertaken within 7 days of receiving a completed application in writing.

- 6.6 There is no fee charged for an application review.
- 6.7 The purpose of the application review is to ensure that the information about the client and the product, process or service is sufficient for the conduct of the certification processes. As a result of the application review, an auditor shall:
- a) define the Scope of certification;
 - b) confirm the means available to perform all evaluation activities;
 - c) confirm the competence and ability to perform the certification activity;
 - d) confirm the technical and legal expertise in relation to data protection to an appropriate extent;
 - e) confirm a plan for pre-assessment, if this has been requested;
 - f) confirm a plan for audit and evaluation;
 - g) confirm that the applicant is not presently subject to regulatory action by the Data Protection Supervisory Authority, including by confirmation with the relevant authority;
 - h) determine that the applicant is a fit candidate for certification; and
 - i) provide a Quotation for the Certification Services.
- 6.8 The auditor shall draw to the attention of the Senior Certification Officer (or if they are the Senior Certification Officer, to the attention of a Chief Officer) any application for certification for a type of product, process or service, normative document or certification scheme that the conformity assessment body has no prior experience of.
- 6.9 In cases under 6.8 above, the conformity assessment body shall ensure that it has the competence and capability for all the certification activities it is required to undertake and shall maintain a record of the justification for the decision to undertake certification. Such decisions shall be undertaken by at least two of the Senior Certification Officer and a Chief Officer of the conformity assessment body.

Certification Agreement

- 6.10 Once the Application Review has been completed, the conformity assessment body shall ensure that a legally enforceable agreement for the provision of certification services to the client is in place. This agreement shall be in the form of the template agreement **ACCS Supply of Certification Services Agreement**. This template can be tailored to the individual specifications of the certification activity and amended to address particular contractual or commercial requirements of a particular client.
- 6.11 The Certification Agreement shall be signed by the client prior to the commencement of pre-assessment or evaluation activities.

Pre-Assessment

- 6.12 At the request of the applicant, an auditor may undertake a pre-assessment visit and provide a gap analysis. Auditors may not provide consultancy services but can help the applicant to understand the certification requirements.

Evaluation

- 6.13 Auditors shall prepare a plan for each evaluation activity, which shall be agreed with the client.
- 6.14 Auditors shall be satisfied on objective evidence that the applicant meets the requirements of the relevant standards. Auditors shall be granted permission, even if supervised, to the applicant's facilities including any data centres, clean rooms, file storage or secure locations wherever they are. If cloud-based approaches are utilised, auditors may need to review the security arrangements for these. It is the responsibility of the applicant to facilitate that authorisation.
- 6.15 Auditors shall take into consideration independently assessed and certified evidence of conformity by any accredited conformity assessment body (accredited by an ILAC member accreditation body) including, but not limited to:
- a) ISO 27001:2022 - Information technology - Security techniques - Information security management systems - Requirements;
 - b) ISO/IEC 27701:2024 - Security techniques - Privacy information management systems - Requirements;
 - c) ISO/IEC 29100:2020 - Information technology - Security techniques - Privacy;
 - d) ISO/IEC 29101:2018 - Information technology - Security techniques - Privacy architecture framework;
 - e) ISO/IEC 29109-5:2019 - Information technology - Conformance testing methodology for biometric data interchange formats defined in ISO/IEC 19794 Part 5: Face image data;
 - f) ISO/IEC 29115:2013 - Information technology - Security techniques - Entity authentication assurance framework;
 - g) ISO/IEC 30107-1:2016 - Information technology - Biometric presentation attack detection;
 - h) ISO/IEC 42001:2023 – Information technology – Artificial intelligence management systems – Requirements;
 - i) ISO 9001:2015 - Quality management systems - Requirements.
- 6.16 Auditors shall undertake an assessment of a model approach to demonstrate the methodology and outcome anticipated by the applicant's age check process. The model approach shall include model outcome attributes (for proof-of-age ID providers, age check

services or age exchange services) or the model input attributes (for relying parties). These model attributes can be used for comparative purposes for the real-time intelligent certification monitoring.

6.17 The model approach shall include assessment, as a minimum, of the classification accuracy of the age check process (i.e. the likelihood that the output of the system, component or aspect of the system is likely to be correct). The classification accuracy levels for this scheme are:

Basic	Effective	Highly Effective	Strict
Classification Accuracy	Classification Accuracy	Classification Accuracy	Classification Accuracy
80%	95%	99%	99.9%

6.18 Auditors shall ensure that all necessary information and/or documentation is made available for performing the evaluation tasks.

6.19 Auditors shall undertake a company-based site assessment (which can include for remote auditing) for each location that is critical to demonstrating compliance with the Scheme rules. It is possible that an auditor may determine that an on-site assessment is not necessary in the specific circumstances of the application. The auditors shall ensure that:

- (a) the staff carrying out work for the applicant are appropriately trained and monitored;
- (b) the activities at the company-based site are undertaken in accordance with the documented procedures which are implemented to control all operations that are to be covered by the certification;
- (c) training requirements are documented for any staff that are to conduct the activities to be certified;
- (d) specific personnel are responsible for monitoring the training requirements of staff and the evaluation and approval of their competence;
- (e) an internal audit process is in place to monitor site activities carried out under the scheme, on a sampling basis; and
- (f) records (not individual IDs) are retained for each activity undertaken as part of the Scheme.

6.20 Auditors shall apply the requirements of Scheme Rules concerning Data Protection and Privacy to ensure that:

- a) A method for assessing the necessity and proportionality of processing operations in relation to the Scheme Client’s purpose and data subjects is in place;
- b) A method for evaluating the coverage, composition and assessment of all risks considered by the data controller or processor with regard to the legal consequences of UK GDPR and with regard to the definition of technical and organisational measures in UK GDPR insofar as they apply to the object of certification is in place; and

- c) A method for assessing the remedies, including guarantees, safeguards and procedures to ensure the protection of personal data in the context of the processing to be attributed to the object of certification and to demonstrate that the legal requirements as set out in the criteria are met is in place.

Management Systems Audit

- 6.21 For any applicants that do not have a management system that is certified by an accredited certification body in accordance with the provisions of ISO 9001:2015, the auditor shall undertake a management systems audit. This is to ensure that the applicant has in place the policies and procedures to meet the appropriate scheme requirements to consistently operate the certified service to the required quality.

Technical Evaluation

- 6.21 Auditors or a suitably qualified technical evaluator acting under the instructions of the auditors shall undertake technical evaluation of the certified system as appropriate. The evaluation methods shall be standardised and applied consistently with particular reference to the classification accuracy of the age assurance system. This means that comparable evaluation methods are used for comparable targets of evaluation. Any deviation in methodology shall be recorded and justified by the technical evaluator and reviewed by the Certification Officer. The Technical Evaluation can include any of the following activities, or any other relevant activities for the system submitted for evaluation:
- (a) **Bona Fide Test Crew Presentation** – The Scheme can utilise a test crew for bona fide presentation to age verification systems. This can include for false/accurate accept rates; skin tone analysis; gender; age grouping; disfigurement; etc.
 - (b) **Presentation Attack Detection** – The Scheme can assess PAD for both human-likeness, but not liveness analysis and also for identity assets presentation (both genuine and false identity assets). The Scheme can utilise different presentation attack instruments, PAI species, and PAI series. The Scheme can test for 2D and 3D presentation objects. This is sometimes more commonly known as anti-spoofing testing.
 - (c) **Detection Device Analysis** – The Scheme can assess performance on multiple forms of detection devices – webcams, tablets, cameras, mobile telephones – different operating systems (such as Android, iOS, etc.) and at different presentation intensity, distance and angles. The Scheme can also test device integrated equipment, such as gaming machines or till systems, subject to them being made available to the Scheme at the testing studio.

- (d) **Ambient and Directed Lighting Analysis** – The Scheme can assess system capabilities under different types of ambient light, either presented at the presentation object or at the detection device. This includes for different light levels from supermarket-style overhead LED lighting, to pub-style sodium lighting, to casino-style multi coloured lighting, to strobe lighting and anything in between. We also have the capability for internal and outdoor lighting. The lighting can be directed ambient to the presentation object (i.e. the person being age estimated) or the detection device (i.e. the camera) or both.
- (e) **Electronic Identity Document Validation Technologies** – The Scheme can test system capabilities on identifying ID documents (such as Passports, Driving Licences or other official ID Cards), being able to extract relevant data from those documents (such as through Machine Readable Zones (MRZ) or Near Field Communication (NFC)) and present that data accurately to enable effective Age Determination.
- (f) **Social Proofing** – The Scheme can assess the analysis, with a user’s consent, of their digital footprint and the related social graphs, which can be interrogated to determine the veracity of a self-asserted identity. This is the ability of systems to gain proof of age through analysis of the social contacts a citizen has and asking those social contacts to verify or confirm the age attributes of the citizen.
- (g) **Parental Consent** – The Scheme can assess the process of identifying and verifying a digital parent or capable guardian related to or responsible for a citizen and gaining verification of the age group of the citizen through information provided by that parent or capable guardian.
- (h) **Biometric Subject Behaviours** – The Scheme can assess systems deployed for identifying and analysing subject behaviours (such as squeezing together one's fingers in hand geometry and a biometric presentation in response to a directive cue which are both voluntary reactions).
- (i) **In situ Testing** – The Scheme can test deployed units in real world scenarios. Typically, this comes after the initial certification and is part of the certification monitoring that is put in place to make sure that systems continue to perform as expected.

Non-Conformances on Audit

- 6.22 The auditor shall inform the client of all non-conformities. All non-conformities shall be notified through the Scheme Certification Management System and be tracked and monitored. Non-conformities shall be notified to the Scheme Client at the latest, in the closing meeting of the audit.

- 6.23 Any major non-conformity raised during an initial audit shall be responded to and closed prior to certification being granted. Any minor non-conformity does not necessarily restrict the certification being granted, but an appropriate action plan to resolve them shall be established. Where non-conformities are raised during a surveillance/ recertification audit, corrective action shall be taken, in line with the following schedule:
- a) Major NCRs shall be closed within 4 weeks of the NCR being raised;
 - b) Minor NCRs shall be closed within 8 weeks of the NCR being raised;
 - c) Opportunities for improvement are advisory only, but where possible be dealt with prior to the next surveillance audit.

Review

- 6.24 The auditor shall document the evaluation activities for review by a Certification Officer.
- 6.25 A Certification Officer, being a person that was not an auditor or technical evaluator, shall review all information and results related to the evaluation to make a certification decision, which shall be completed concurrently with the review.
- 6.26 The Certification Officer shall be employed by the conformity assessment body. This decision cannot be outsourced.
- 6.27 The Certification Officer shall notify the client if they make a decision not to grant certification, and shall identify the reasons for the decision. Otherwise, the Certification Officer shall cause a Certificate of Conformity to be issued in accordance with Section 7.

7. Certificates of Conformity

- 7.1 The conformity assessment body shall be responsible for all its decisions and shall not outsource or delegate responsibility for decision making.
- 7.2 The Applicant will be issued with an Evaluation Report and, where it demonstrates conformity with the required standards, a Certificate of Conformity. That report and certificate can be used to gain approval or accreditation from others (such as the PASS Board or Regulators).
- 7.3 The Certificate of Conformity remains the property of the conformity assessment body and may be suspended, terminated or withdrawn in accordance with Section 10 of these rules.
- 7.4 The Certificate of Conformity shall contain:

- a) the name and address of the conformity assessment body;
- b) the date certification is granted (which shall not precede the date of the certification decision);
- c) the object of certification (including any version status or similar characteristics) – this shall be prominent on the certificate;
- d) the classification accuracy of the age assurance system or component (which may be set out in a Schedule that is clearly referenced in the certificate of conformity);
- e) the scope of the certification (which may be set out in a Schedule that is clearly referenced in the certificate of conformity);
- f) the name and address of the client;
- g) the term or expiry date of certification (which shall not exceed two years);
- h) a unique reference number; and
- i) the signature and authorisation of the Certification Officer (this can be an electronic signature).

7.5 The Certificate of Conformity shall only be issued to the client if:

- a) The decision to grant or extend the scope of certification has been made;
- b) Certification requirements have been fulfilled; and
- c) The Certification Agreement has been completed and signed.

7.6 The Scheme shall maintain a public registry of current certifications at www.accscheme.com/registry. The public registry shall include the certification mechanism, period of validity and under which framework or conditions certification is issued, an executive summary of the scope of certification, object of certification, applicable certification criteria used, evaluation methods used, tests conducted and results.

7.7 A copy of the Certificate of Conformity shall be provided to the Information Commissioner's Office.

8. Certification Marks

8.1 Each Scheme Client shall be issued with a relevant certification mark for the activity certified, shown below, that shall only be used in accordance with the Regulations Governing the Use of the Certification Mark set out in Section 4

8.2 The Certification Mark shall appear (once a certificate of conformity has been granted) on all policies required by the Scheme and publicly available explanations of the policies and practices of the Scheme Client relating to their scope of certification.

- 8.3 The Scheme exercises control over the ownership, use and display of certificates, marks of conformity and any other mechanisms indicating that the product, process or service is certified through the Certification Agreement and these Scheme Rules.
- 8.4 A Certification Officer shall take appropriate action if the use or display of a Certification Mark is not consistent with the terms of certification.

9. Certification Monitoring

- 9.1 It is a condition of certification that Scheme Clients participate in certification monitoring. The purpose of certification monitoring is to ensure the ongoing validity of the demonstration of fulfilment of the process or service requirements. Certification Monitoring shall be proportionate, risk based and documented.
- 9.2 All Scheme Clients that are processing age checks shall have a process in place for counting the number of age check decisions that they make. An age check decision is made every time that:
- (a) a Proof-of-Age ID Card is issued or reissued;
 - (b) a Proof-of-Age Electronic Token or App is activated for use by the individual;
 - (c) an age-related eligibility assurance (AREA) is provided to a third party;
 - (d) an individual crosses a threshold into an area that is age-restricted by law;
 - (e) an individual enters a domain with content that is age-restricted by law;
 - (f) an individual accesses a service that is age-restricted by law;
 - (g) an individual purchases or attempts to purchase content, goods or services that are age-restricted by law; or
 - (h) any other circumstances where age-related eligibility is required to be determined by law.
- 9.8 The frequency of certification monitoring is based on several factors:
- a) the number of age checks that the Scheme Member undertakes;
 - b) the number of outlets or domains that the Scheme Member operates from;
 - c) if the age check decisions are automated or involve individual human judgements to be made;
 - d) the type of age check business (Proof-of-Age ID Provider; Age Assurance Provider; Intermediary; or Relying Party); and
 - e) any regulatory requirements or considerations.
- 9.9 Information Society Services certified for age appropriate design shall (in addition to the monitoring of age check systems implemented by them as required above) be subject to

random monitoring of publicly available policies, manuals or other materials to secure continued compliance with the requirements of the scheme.

- 9.10 Certification Monitoring will result in a notification of conformity or non-conformity as appropriate. A notification of non-conformity will include the actions required to be taken to achieve conformity.
- 9.11 A Scheme Client with persistent non-conformity may be placed on accelerated monitoring, or certification may be suspended, withdrawn or cancelled.
- 9.12 The length of the certification period is determined by several factors:
- a) whether the Scheme Member reaches a number of age checks that are permitted within certification (called the 'age check cap');
 - b) the number of outlets or domains that a relying party operates;
 - c) if the age check decisions are automated or involve individual human judgements to be made;
 - d) the type of age check business (Proof-of-Age ID Provider; Age Assurance Provider; Intermediary; or Relying Party);
 - e) the availability of public information about the approach of the Scheme Client – including policies and processes for securing age appropriate design; and
 - f) any regulatory requirements or considerations.
- 9.13 The certification period will not last for more than two years. Any certification monitoring shall not be more than 12 months apart at the most.

10. Issues after Certification

Changes affecting certification

- 10.1 If a change takes place to the Scheme, the relevant technical requirements, the normative documents or legal provisions, a Certification Officer shall ensure that those changes are communicated to all affected clients. The Certification Officer shall verify the implementation of the changes by the affected clients and shall take actions required by these Scheme Rules. In addition, the Scheme shall take appropriate action in response to any changes as a result of:
- a) any personal data breach or infringement of data protection legislation;
 - b) amendments to data protection legislation;
 - c) decisions, opinions, or guidance issued by any data protection supervisory authority; and
 - d) court decisions related to data protection.

- 10.2 The Scheme may be amended from time to time in order to keep up to date with legislation, changes to standards, industry practice, or in order for ACCS to run the Scheme more effectively. Where possible, agreement will be sought prior to any changes, however ACCS retains the final decision on whether a modification to the Scheme is acceptable. The change procedures adopted shall include suitable transition periods, approvals process with the ICO, reassessment of the relevant object of certification and appropriate measures to revoke the certification if the certified processing operation is no longer in compliance with the updated criteria.
- 10.3 The conformity assessment body will communicate the Scheme Amendments to the Client and ensure that the communication has been received and understood. The conformity assessment body will then verify that the changes have been implemented by the Client. This may be by means of testing, surveillance, audit or any other means that the conformity assessment body consider appropriate in order to ensure that the change has been implemented. This will be a contractual arrangement.
- 10.4 ACCS may need to withdraw the Scheme from the market. Where this is the case, ACCS will give 6 months' notice, after which the Certification Scheme will be inactive, and no longer be supported. At the end of the six-month period, the Client shall immediately cease to promote or claim compliance with the Scheme and remove all references to the Scheme from its promotional literature.
- 10.5 If other changes affecting certification occur, including changes initiated by the Scheme Client, a Certification Officer shall consider the changes and shall decide upon the appropriate action to take. This could include, if required, the following to be conducted in accordance with the relevant provisions of these Scheme rules:
- a) Evaluation;
 - b) Review;
 - c) A new certification decision;
 - d) Issuance of revised certificates of conformity;
 - e) A revision to monitoring activity; and
 - f) Such other actions that are necessary and proportionate to maintain confidence in the integrity of the certificates of conformity issued.

Termination, reduction, suspension or withdrawal of certification

- 10.6 When a nonconformity with the requirements of the Scheme, including these Scheme Rules, is identified and substantiated, by whatever means, a Certification Officer shall decide on appropriate action, which can include the following:
- a) Continuation of certification under conditions specified by the Certification Officer (such as enhanced monitoring or submission of revised objective evidence of conformity);

- b) Reduction in the scope of certification to remove nonconforming product, process or service variants, but this should not result in a misleading impression being formed of the scope of certification;
 - c) Reduction in the classification accuracy score for the system operated by the Scheme Client;
 - d) Suspension of the certification pending remedial action by the Scheme Client; or
 - e) Withdrawal of the certification.
- 10.7 Notwithstanding the generality of the appropriate actions described in 10.6, a Certification Officer may issue a 'Minded to...' notice to a Scheme Client where the Certification Officer is minded to take a particular course of action, but wishes to give the Scheme Client appropriate opportunity to rectify the nonconformity.
- 10.8 Examples of nonconformities include any of the technical requirements relevant to the scope of certification, but also include any:
- a) refusal to accommodate audits for the scheme;
 - b) failure to modify processes to meet the scheme requirements;
 - c) evidence that may indicate the wrong classification accuracy of the client's system has been applied (this evidence may come from any source, including 3rd party testing, journalistic sources or relying party feedback);
 - d) failure to resolve non-conformities within the required timescales;
 - e) misuse of the Certification Scheme Marks;
 - f) making false claims about services which are covered by the scheme;
 - g) failure to settle any invoices of the conformity assessment body within the required timescales; or
 - h) failure in the member's duty of candour to the scheme.
- 10.9 If certification is terminated (by request of the Client), suspended or withdrawn, the Certification Officer shall take action to:
- a) cancel the certificate of conformity issued;
 - b) remove the record of certification from the Scheme Registry;
 - c) ensure that all indications known to the Scheme that the product, process or service is certified are removed, including any made by the client and any that may appear on third party sources – such as trade associations, regulators, consumer or business information services;
 - d) ensure that authorisations for the use of the certification mark are revoked; and
 - e) issue a 'certification bulletin' to any relevant regulators that the certification is suspended, withdrawn or cancelled (this includes notification to the ICO in accordance with the requirements of the certification agreement).

- 10.10 If certification is suspended, the Certification Officer shall communicate to the Scheme Client the actions needed to end suspension and restore certification for the products, processes or service in accordance with the Scheme and any other actions required by the Scheme.
- 10.11 If certification is reduced, the Certification Officer shall take action to make all necessary modifications to the Certificate of Conformity and the Scheme Registry (including any requirements to cease or reduce the use of the Mark of Conformity) in order to ensure the reduced scope of certification is clearly communicated to the Scheme Client and is clearly specified in the Certificate of Conformity and Scheme Registry. The Certification Officer shall also issue a ‘certification bulletin’ to any relevant regulators that the certification is suspended, withdrawn or cancelled (this includes notification to the ICO in accordance with the requirements of the certification agreement).
- 10.12 Any evaluations, reviews, decisions or reinstatements of certification following a period of suspension, shall be completed in accordance with the relevant sections of these Scheme Rules.

Records

- 10.13 The conformity assessment body shall retain records to demonstrate that all certification process requirements have been effectively fulfilled.
- 10.14 Save as for the personnel conducting the evaluation or representing the client, the records retained by the certification shall not contain Personally Identifiable Information (PII) relating to any member of the public. Where audit records include reference numbers relevant to a process involving a member of the public, that shall not be considered PII unless the audit record also contains information enabling that record to be linked to an individual member of the public.
- 10.15 The conformity assessment body’s records shall be kept for not less than 4 years and thereafter shall be destroyed in accordance with the records destruction requirements of the conformity assessment body’s information governance procedures. The 4 year period is intended to cover at least the current cycle of recertification (every 2 years) and the previous cycle.

11. Complaints and Appeals

- 11.1 The Scheme shall maintain a publicly available complaints process at [Make a complaint against us | Age Check Certification Scheme \(accscheme.com\)](#).
- 11.2 The Scheme regards:

- a) A complaint against the service as being any expression of dissatisfaction by any person with the service provided by the Scheme, its Conformity Assessment Body, any staff or contractors or any of the systems or processes involved, excluding any decision or determination of a Certification Officer;
- b) A complaint against a certified client or applicant as being any expression of dissatisfaction by any person about the conduct or behaviour of a Scheme Client specifically related to either the scope of certification of that Client or the potential to bring the Scheme into disrepute; and
- c) An appeal as being against any decision or determination made by a Certification Officer.

NOTE: Decisions made or positions adopted by auditors or technical evaluators are not subject to appeal until after they have been reviewed and a decision is made by a Certification Officer, but the behaviour or conduct of auditors or technical evaluators can give rise to a complaint against the service.

- 11.3 The person assigned to deal with the complaint or appeal shall not have either worked for or provided consultancy relating to the certification of the complainant for at least 2 years. They shall also not have been involved in the activity which the complaint or appeal relates to.

Complaints against the service

- 11.4 Complaints shall be dealt with in accordance with the documented complaints process of the Scheme. A record and tracking of all complaints shall be maintained in accordance with the ACCS Integrated Quality Management System.
- 11.5 In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. However, if this is not possible, the complaint should then be reviewed and approved by person(s) not involved in the certification activities related to the complaint.
- 11.6 All complaints shall be acknowledged in writing by the person handling the complaint within a maximum of two weeks, and will say who is dealing with the complaint and when the complainant can expect a reply. A definitive reply should be provided within four weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be provided to the complainant with an indication of when a full reply will be given.
- 11.7 Where appropriate, the person handling the complaint should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

- 11.8 If the complainant is of the view that the problem has not been satisfactorily resolved, they can appeal the outcome and request that the complaint is reviewed at Chief Officer level. The Chief Officer concerned should provide confirmation of the escalation of the complaint, who is dealing with it and when the Complainant can expect a reply, within two weeks, and a formal response within a maximum of four weeks.
- 11.9 The determination of a Chief Officer may be reviewed by an Independent Mediator if the complainant remains dissatisfied. The Scheme will facilitate this process and the Mediator will be appointed by the Centre for Effective Dispute Resolution. The Scheme will pay 50% of the cost of an Independent Mediator. In its absolute discretion, the Scheme may pay the other 50% of the cost of an Independent Mediator where a Chief Officer determines that:
- a) The complaint is not frivolous or vexatious;
 - b) The complainant is a private individual; and
 - c) The complaint raises an important point for consideration by an Independent Mediator.

Complaints against a Scheme Client

- 11.10 All Scheme Clients shall maintain their own effective consumer or public complaints procedure. Where a complaint is received by ACCS or the conformity assessment body, the complainant will initially be directed to deal with the Scheme Client in the first instance. If this does not resolve the complaint, the conformity assessment body may provide an independent assessment of the complaint using its Complaints Procedure set out in Section 11.3 – 11.9. Failure of the member to implement any corrective actions because of the complaint may result in suspension or withdrawal of certification.
- 11.11 A record of all complaints made against a Scheme Client shall be kept and tracked.
- 11.12 A Chief Officer of the Scheme may decide it is appropriate to seek external assistance with resolution. Irrespective of this, the complainant has the right to challenge the decision by referral to an independent mediator as set out in Section 11.9.

Appeals against a Certification Officer's Decision

- 11.13 An applicant or holder of certification may appeal against a Certification Officer's decision. An applicant or holder of certification cannot appeal against a Certification Officer issuing a 'Minded to...' notice to the Scheme Client under section 10.7 until such time as the Certification Officer has reached a final decision.
- 11.14 The Scheme Client may submit their appeal in writing or by visiting [Appeals against certification decisions | Age Check Certification Scheme \(accscheme.com\)](https://www.accscheme.com).

- 11.15 An Appeal against a Certification Officer’s decision shall initially be considered by that Certification Officer to determine whether or not new information or objective evidence is disclosed by the Appeal that could cause the Certification Officer to review the decision appealed.
- 11.16 Thereafter, the appeal shall be considered by a Senior Certification Officer or a Chief Officer. All appeals shall be acknowledged in writing by the person handling the appeal within a maximum of two weeks, and will say who is dealing with the appeal and when the appellant can expect a reply. A determination of the appeal should be provided within four weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be provided to the appellant with an indication of when a determination of the appeal will be completed.
- 11.17 Where appropriate, the person handling the appeal should describe the action taken to investigate the Certification Officer’s decision, the conclusions from the investigation, and any action taken as a result of the appeal.
- 11.18 If the appellant remains dissatisfied, they can ask to refer their appeal to our Appeals Panel who can review the Certification Officer’s decision. The members will have industry or technical competence in the relevant product category, will be independent from the Age Check Certification Scheme and their decision on the merits of the appeal will be considered as final.
- 11.19 The Panel shall only be able to consider the evidence available to the Certification Officer at the time of the decision. If additional evidence is required or provided, this may result in the decision being remitted to the Certification Officer for re-evaluation.
- 11.20 The Panel may:
- a) uphold any final decision of the Certification Officer;
 - b) remit any final decision of the Certification Officer back to them with directions to obtain or consider additional evidence; and/or
 - c) revoke any final decision of the Certification Officer.

12. Impartiality

- 12.1 ACCS is committed to ensuring impartiality, independence, transparency, consistency and fairness and avoiding any conflict of interest. Information about securing impartiality is available at [Governance | Age Check Certification Scheme \(accscheme.com\)](https://accscheme.com).
- 12.2 ACCS has put in place policies and procedures to manage impartiality and to ensure that the certification activities are undertaken impartially. Certification will not be restricted to

applicants on the grounds of undue financial or other limiting conditions. Applications and procedures have been designed so as not to unfairly impede or inhibit access by applicants, candidates or clients. All employees, contractors or committees of the Scheme or the conformity assessment body shall act impartially.

- 12.3 ACCS has developed an Impartiality and Independence Policy Statement that is publicly available without request. It will not allow commercial, financial or other pressures to compromise impartiality. In order to analyse, document and eliminate or minimise the potential for conflict of interest arising from its certification activities, ACCS has developed an Impartiality Risk Register. The Risk Register is an ongoing working document, used to continually assess threats to impartiality. It is used in conjunction with other documentation, such as Interview Assessment Records, CVs, Contracts, etc.
- 12.4 ACCS has established an Impartiality Panel to provide independent review and oversight of quality management certification activities. The Panel consists of the Chief Executive of the Scheme and at least two independent members. The role of this Panel is to review our certification activities and verify that they are performed impartially without undue influences that might affect the impartiality of services offered.
- 12.5 The main responsibilities of the Impartiality Panel are:
- a) To assist with the development of policies relating to the impartiality of our certification services;
 - b) To periodically review the impartiality of our certification processes;
 - c) To advise on matters affecting confidence in certification, including openness and public perception;
 - d) To prevent commercial or other considerations from affecting the objective provision of certification services; and
 - e) To ensure that the actions of the panel itself do not present any risks to impartiality.
- 12.6 The conformity assessment body's employees shall not be certified under this Scheme. The conformity assessment body's management, review and certification officers shall not be involved in the activities of any legal entity relating to the certified product, process or service. In addition, personnel of a client or applicant shall not be involved in the management of the conformity assessment body, the review, or the certification decision.
- 12.7 The conformity assessment body, its employees or any part of its corporate structure shall not:
- a) be the designer, manufacturer, installer, distributor or maintainer of the certified product;
 - b) be the designer, implementer, operator or maintainer of the certified process;
 - c) be the designer, implementer, provider or maintainer of the certified service;

- d) offer or provide consultancy services to its clients;
 - e) offer or provide management system consultancy or internal auditing to its clients.
- 12.8 The conformity assessment body may implement, maintain or operate a product, process or service where this is necessary for the purpose of evaluation of the product, process or service.
- 12.9 The conformity assessment body shall not be marketed or offered as linked with the activities of any organisation that provides consultancy, nor shall the conformity assessment body state or imply that the use of any particular consultancy organisation would make certification simpler, easier, faster or less expensive.
- 12.10 Access to services provided by conformity assessment body shall be available to all applicants whose activities fall within scope of the scheme. No application shall be conditional upon the size of the client or membership of any association or group, nor shall certification be conditional upon the number of certifications already issued.
- 12.11 A Certification Officer or any employees of the conformity assessment body involved in the review or decision making process shall not have worked for or provided consultancy to any Scheme Client for a period of at least two years prior to their activity for the conformity assessment body.
- 12.12 The conformity assessment body shall confine its requirements, evaluation, review, decision and monitoring to those matters specifically related to the scope of certification.

13. Confidentiality

- 13.1 Except for information that the applicant makes publicly available, or when agreed between the applicant and the conformity assessment body, or where outlined in the requirements of the Scheme(s), or as required by an oversight body, the conformity assessment body agree to treat as confidential all information obtained or created during the performance of the certification activities. This includes information about the applicant obtained from sources other than the applicant, provided however that the conformity assessment body may release confidential information as required by law or authorised by contractual arrangements, in which case, unless prohibited by law, the conformity assessment body shall provide the applicant details of the information released.
- 13.2 The applicant provides the conformity assessment body with a specific confidentiality waiver in order to share information about them or their product, process, people or services with:
- a) any certification body that had previously certified the Age Check Scheme;

- b) any certification body to whom they wish to apply for certification of a product, process, people or services that conformity assessment body currently or have previously certified; and
 - c) any regulator (including the Information Commissioner’s Office, Ofcom or Trading Standards Authorities) that is responsible for age restricted content, goods or services enforcement;
 - d) the United Kingdom Accreditation Service (UKAS).
- 13.3 Where the applicant discloses details of any of the conformity assessment body’s reports or certification decisions to any third party, they shall be presented in full and shall not be amended or presented in any format that may mislead the recipient.
- 13.4 ACCS shall maintain and make available on request:
- a) information about (or reference to) the certification schemes (available at [Internationally recognised standards | Age Check Certification Scheme \(accscheme.com\)](https://accscheme.com));
 - b) information about (or reference to) evaluation procedures, rules and procedures for granting, for maintaining, for extending or reducing the scope of, for suspending, for withdrawing or for refusing certification; this includes a high-level explanation of the certification procedures and the respective periods of validity (contained in these Scheme Rules, which are available at [Guaranteed independence & impartiality | Age Check Certification Scheme \(accscheme.com\)](https://accscheme.com));
 - c) the current and previous versions of any technical requirements approved under Article 42(5) of UK GDPR;
 - d) a description of the means by which ACCS obtains financial support (available at [Governance | Age Check Certification Scheme \(accscheme.com\)](https://accscheme.com));
 - e) general information on the fees charged to applicants and to clients (available by submitting a request at [Contact | Age Check Certification Scheme \(accscheme.com\)](https://accscheme.com));
 - f) a description of the rights and duties of applicants and clients (contained in these Scheme Rules, which are available at [Guaranteed independence & impartiality | Age Check Certification Scheme \(accscheme.com\)](https://accscheme.com));
 - g) a description of the requirements, restrictions or limitations on the use of the certification body’s name and certification mark and on the ways of referring to the certification granted (available in the Scheme Brand Guidelines provided to applicants on the issuance of a Certificate of Conformity);
 - h) information about procedures for handling complaints, including the information required by Article 43(2) of UK GDPR (available at [Make a complaint against us | Age Check Certification Scheme \(accscheme.com\)](https://accscheme.com)); and
 - i) information about procedures for handling appeals, including the information required by Article 43(2) of UK GDPR (available at [Appeals against certification decisions | Age Check Certification Scheme \(accscheme.com\)](https://accscheme.com)).

14. Certification Fees

- 14.1 The Scheme Client will be charged fees based on the schedule of fees provided to applicants. The cost of certification will be estimated during the application review.
- 14.2 The applicant will also be charged the reasonable travel and accommodation expenses at the rate set out in the Schedule of Fees.
- 14.3 Scheme Clients will receive an invoice for any fees and charges, setting out VAT registration details and the amounts due. All invoices shall be settled within 28 days. If the Member requires the conformity assessment body to quote a purchase order reference on an invoice, they shall supply this in advance.
- 14.4 Fees are subject to annual review.
- 14.5 General information about the fees chargeable to applicants and clients for certification are available on request.

About ACCS

The Age Check Certification Scheme is an independent not-for-profit certification scheme for providers of age restricted goods, content or services. We check that age systems work. Our scheme can be utilised to provide full conformity assessment in accordance with all aspects of age restricted sales. We offer a range of services, including Efficacy Testing and have a self-built state-of-the-art Age Check Test Studio which enables the scientific examination of age check systems.



Internationally recognised Standards

Our scheme provides evidence that your ID & age check practices meet international standards.



Highly qualified certification officers

Our locally sourced certification officers are highly qualified professionals in each jurisdiction.



Evidence you can use to demonstrate compliance

Our certificates of conformity are internationally recognised by law enforcement.



Guaranteed independence & impartiality

Our independent board, impartiality committee and ISO processes guarantee impartial certification.



www.accscheme.com