# YouTestMe

Data Processing Agreement



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This Data Processing Agreement, including its Annexes ("DPA") forms part of the Service-Level Agreement and End-User License Agreement ("Agreement") or other written or electronic agreement between YouTestMe, 150 King Street West, Suite 200, Toronto, Ontario, M5H 1J9, Canada and CLIENT to reflect the Parties' agreement with regard to the Processing of Personal Data.

#### 1. Definitions

"Client's Personal Data" means personal data processed by YouTestMe on behalf of the Client and under its instructions as listed under Annex I.

"Data Protection Laws" means all laws and regulations to the extent applicable to the Processing of Personal Data under the Agreement, including but not limited to those of the European Union, the European Economic Area and their member states, Canada, the United Kingdom, the Republic of Singapore, and the United States and its states.

"GDPR" means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

The terms "Controller", "Processor", "Data Subject", "Personal Data", "Personal Data Breach", "Processing", and "Supervisory Authority", will have the same meaning as set forth in the GDPR or the meaning ascribed to the same or corresponding terms under the applicable Data Protection Laws. In the absence of the definition of any such term under the applicable Data Protection Law, definition provided under the GDPR shall apply.

## 2. Processing of personal data - roles and instructions

- **2.1.Roles of the Parties.** Parties agree and acknowledge that Client decides on purposes and means of processing of Client Personal Data and will acts as Controller, while YouTestMe acts as Processor.
- **2.2.Controller's instructions**. YouTestMe shall process Client Personal Data only as instructed by the Client's under this DPA and within the scope of the Services provided under the Agreement. Client may issue additional instructions in future, provided in scope of the service defined under the Agreement and in written from. For the avoidance of doubt, written form will be satisfied if the instructions provided via email.
  - YouTestMe may process Client Personal Data as required by laws applicable to it; in such a case, the YouTestMe shall inform the Client of any such legal requirement before processing, unless that law prohibits such information on important grounds of public interest.
- **2.3.Confidentiality**. YouTestMe will ensure its personnel which is authorized to process Client Personal Data is bound to confidentiality or is under an appropriate statutory obligation of confidentiality.
- **2.4.Technical and Organizational Measures**. Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing as well as the risk of varying



likelihood and severity for the rights and freedoms of natural persons, YouTestMe will implement and maintain appropriate technical and organizational measures (TOMs) designed to ensure ongoing security of Client Personal Data. Such measures shall include, at a minimum, those measures described in ANNEX II of this DPA. Client acknowledges that the TOMs are subject to technical progress and development and that YouTestMe may update or modify the TOMs from time to time, provided that such updates and modifications do not degrade or diminish the overall protection of Client Personal Data.

- **2.5. Data Breach Notification**. YouTestMe will notify Client without undue delay and within 48 hours upon YouTestMe becomes aware of a Personal Data Breach affecting Client Personal Data, providing Client with sufficient information to allow Client to meet its obligations under the applicable Data Protection Laws. In the event of a Personal Data Breach, the Parties will reasonably cooperate with each other, and YouTestMe shall take commercially reasonable steps to keep Client informed as to the investigation, mitigation and remediation of any such Personal Data Breach.
- 2.6. Additional notifications and assistance. YouTestMe shall without undue delay notify Client if YouTestMe receives any complaint, notice or communication, including Data Subject requests, which relates to the Processing of Client Personal Data under this DPA. Additionally, YouTestMe shall upon Client's request provide commercially reasonable efforts to assist Client in i) data protection impact assessments ii) prior consultations with data protection authorities ii) responding to Data Subject Requests. Parties will agree on allocation of costs in relation to any such assistance in advance.

#### 2.7. Audits and inspections

Once in any twelve (12) months period, or more frequently 1) when requested by a competent data protection authority or 2) Client shows compelling grounds to suspect YouTestMe's noncompliance with its obligations under applicable Data Protection Law, YouTestMe shall allow for and contribute to audits, including inspections, conducted by the Client or another auditor mandated by the Client, only with the purpose to provide Client all information necessary to demonstrate compliance with obligations under applicable Data Protection Laws ("Audit Purpose").

Parties agree that any such audit and/or inspection request shall be made with at least 20days' prior written notice and subject to the following rules:

- a) Audits and/or inspections shall be primarily document based and shall include, free of charge i) YouTestMe's current certification and reports resulted from independent third-party audits such as ISO and SOC2 Type 2 ii) vulnerability scan and penetration test reports delivered by qualified YTM's personnel iii) responses to privacy and security questionnaire regarding any network, application, system, or device, or safeguard applicable to YouTestMe's Processing of Client Personal Data iv) YTM's relevant policies and procedures;
- b) Exceptionally and at Client's expense, YouTestMe shall submit its premises and operations with particular respect to YouTestMes architecture, systems and procedures relevant to the protection of Personal Data at locations where Client Personal Data is Processed to audits and/or inspections i) when requested by a competent data protection authority, ii) following a confirmed Personal Data Breach or iii) where Client demonstrates compelling reasons why information provided in documentation listed under section 2.7. a) of this DPA is insufficient to achieve the Audit Purpose. Parties shall mutually agree upon the scope, timing and duration of on-premise audits and/or inspections;



- c) In case the audit or inspection reveals any non-compliance or risk of non-compliance with YouTestMe's obligations under Data Protection Laws or this DPA, YouTestMe shall promptly, at its own cost, remedy such vulnerability or non-compliance and provide the Client with all relevant information showing the remediation.
- d) Client shall ensure that all information obtained or generated in connection with any information request, audit or inspection is kept strictly confidential (unless disclosure to a competent Supervisory Authority or as otherwise required by applicable law).
- e) Client shall ensure that any information request, audit or inspection is undertaken within normal business hours with minimal disruption to YouTestMe's and/or its sub-processors' businesses
- f) YouTestMe shall not be obliged to provide or permit access to information concerning its internal pricing information or relating to other recipients of services from YouTestMe; and
- g) any such request shall be subject to reasonable policies, procedures or instructions of Vendor or its sub- processors for the purposes of preserving security and confidentiality.
- **2.8.Sub-processors**. Subject to this DPA, YouTestMe shall exercise its own discretion in the selection and use of non-essential means necessary to perform its Processing obligations under the Agreement. Client hereby provides its general authorization to YouTestMe to appoint the sub-processors set forth on ANNEX III ("Sub-Processor List") to Process Client Personal Data on YouTestMe's behalf pursuant to the Agreement and subject to this DPA.
- 2.8.1. YouTestMe shall provide an email notification to Client of any addition or replacement of sub-processors on the Sub-Processor List. Client may object to any such change by written reply at cybersecurity@youtestme.com within thirty (30) business days after the date of the email notification, setting forth a reasonable basis for such objection. Parties will make good faith efforts to resolve Client's objection. In the absence of resolution, YouTestMe will make commercially reasonable efforts to provide Client with the same level of service described in the Agreement, without using the sub-processor to Process Personal Data. If YouTestMe's efforts are not successful within a reasonable time, either party may terminate the portion of the service which cannot be provided without the sub-processor, and Client will be entitled to a refund for this part of the service for the period during which the applicable service was rendered unusable, pro-rated on a monthly basis.
- **2.8.2.** YouTestMe shall ensure that sub-processors on the Sub-processor List are contractually bound by the obligations aim to provide essentially same level of protection to Client Personal Data as imposed to YouTestMe under this DPA and in compliance with Data Protection Laws. YouTestMe shall be liable for the acts and omissions of its sub-processors.
- 2.9. Cross-border data transfers. Parties agree and acknowledge that YouTestMe may transfer Client Personal Data outside of its and Client's jurisdictions (Cross -border Data Transfers) as necessary to perform its Service as defined under the Agreement. YouTestMe shall conduct such Cross -border Data Transfers only subject to rules under applicable Data Protection Laws.
- **2.9.1.** When a Cross border Data Transfers is subject to the Data Protection Laws of the EU and the UK following applies:



#### **2.9.1.1.** YouTestMe shall undertake such transfer only:

- subject to the terms of the Commission Implementing Decision (EU) 2021/914 of 4 June 2021 on standard contractual clauses for the transfer of personal data to third countries pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council ("EU SCCs") and corresponding Module 2 as published <a href="https://eur-lex.europa.eu/eli/dec\_impl/2021/914/oj">https://eur-lex.europa.eu/eli/dec\_impl/2021/914/oj</a>, which Clauses shall be deemed executed on the same date and in the same manner as this DPA;
- II. subject to the EU SCCs and UK Approved International Data Transfer Addendum to the EU SCCs ("UK Addendum to the EU SCCs") as published at <a href="https://ico.org.uk/media/for-organisations/documents/4019483/international-data-transfer-addendum.pdf">https://ico.org.uk/media/for-organisations/documents/4019483/international-data-transfer-addendum.pdf</a> for the transfers regulated by the Chapter V of the UK GDPR;
- III. to a country that has received a binding adequacy decision by the European Commission, or when subject to the UK GDPR as granted by adequacy decision of the Secretary of State.
- IV. Subject to other appropriate transfer mechanism as provided under applicable Data Protection Laws; When this Section 2.9.1. applies the terms of this DPA shall be read in conjunction with the applicable transfer mechanism. Nothing in this DPA shall be construed to prevail over any conflicting clause of the applicable transfer mechanism.
  - 2.9.1.2. In cases where Client is "data exporter" and YouTestMe is "data importer", with effect from the later of (i) signature of this Addendum or (ii) commencement of the relevant transfer, Parties hereby enter into the Module 2 of the EU SCC, in respect of any International Transfer (as defined and governed by GDPR) from Client to YouTestMe; and/or (ii) the UK Addendum to the SCCs in respect of any Restricted Transfer (as defined and governed by UK Data Protection Law) from Client to YouTestMe; each of which is expressly incorporated herein.

In respect of Module 2 of the EU SCCs the parties agree that:

- I. Clause 7 will not apply
- II. Clause 9 Option 2 will apply and Client will provide its general authorization to YouTestMe to appoint any sub- processors identified by YouTestMe on the list provided in Annex 3, in accordance to Section 2.8. of this DPA
- III. the certification of deletion required by Clause 8.5 and Clause 16(d) of the EU SCCs will be provided upon Client's written request;
- IV. the Audit described in Clause 8.9 of the EU SCCs shall be carried out in accordance with Section 2.7. of the DPA;
- V. optional wording in Clause 11 will not apply
- VI. unless otherwise stated by YouTestMe, Client will be responsible for communicating with data subjects pursuant to Clause 15.1(a) of the EU SCCs;
- VII. the termination right contemplated by Clause 14(f) and Clause 16(c) of the EU SCCs will be limited to the termination of the EU SCCs and not the Agreement, in which case (i) the corresponding transfer of Personal Data affected by such termination shall be discontinued unless otherwise agreed by the parties; (ii) YouTestMe shall work with Client in good faith to continue performing the Agreement without the discontinued transfer of Personal Data, and (iii) if continued performance is incomplete or otherwise unpractical, Client may terminate the Agreement;



- VIII. In Clause 17 Governing law, [OPTION 1] shall apply and the applicable law shall be the law governing the Agreement. If the law governing the Agreement is not the law of a Member State, applicable law shall be that of France. Where the UK Addendum to the EU SCCs applies, applicable laws are the laws the laws of England and Wales
- IX. In Clause 18 Choice of forum and jurisdiction, the competent courts shall be the courts designated as having jurisdiction over the Agreement. If the law governing the Agreement is not the law of a Member State, competent courts shall be the courts of France. Where UK Addendum to the EU SCCs applies the courts of England and Wales shall have exclusive jurisdiction to resolve any dispute arising from the Cross border Personal Data Transfer.
- X. Tables 1 to 3 in the UK Addendum to the SCCs will be completed with the information from Annexes in the EU SCCs. In Table 4 option "Neither party" applies.
- **2.10.** Access to, Extraction and Deletion of Data during the terms of the Agreement. The Client shall have access to the Client Personal Data during the Term.

Client shall have full control of Deta deletion during the term of the Agreement using available feature in the YouTestMe platform.

YouTestMe shall within seven (7) business days of the Client's request, provide the Client, without any contingencies whatsoever (including but not limited to payment of any fees due to YouTestMe), an extract of the Client's Personal Data in a mutually agreed upon machine readable format, anytime during the Term of this Agreement. Such provision of the Client Personal Data, shall be charged to the Client on a time and materials basis, as agreed to by the parties in advance, at the hourly rates of YouTestMe

- **2.11. Deletion and return of Client Personal Data upon Agreement termination.** Upon termination or expiration of the Agreement, YouTestMe agrees to delete and upon Client's request return to the Client the Client Personal Data. Parties agree and acknowledge that such deletion and return shall affect and include all Client's data and not only Client's Personal Data ("Client's Data")
- **2.11.1.** Client shall request return of Client's Data at least (15) days prior to the expiration or termination of the Agreement. Upon such a request, YouTestMe will make available to the Client for download a file of the Client's Data in an agreed-upon machine readable (a commercially reasonable standard such as comma separated value (.csv) or extendible markup language (.xml)) format along with attachments in their native format as stored on the SaaS. Such provision of the Client's Data, shall be charged to the Client on a time and materials basis, as agreed to by the parties in advance, at the hourly rates of YouTestMe.
- **2.11.2.** YouTestMe shall within thirty (30) days, unless legally prohibited, delete all the Client's Data in its possession and shall instruct its sub-processors to do the same



# 3. Binding Effect

This Agreement shall endure to the benefit of and be binding upon the respective successors and permitted assigns of the Client and the YouTestMe

**IN WITNESS WHEREOF** the parties hereto have executed this Agreement on the day and year first above written.

This Agreement has been signed by the parties.

YouTestMe	CLIENT	
	by its authorized signatory:	
	(Signature of Authorized Signatory)	
Zoran Kukoljac, Chief Executive Officer		
	(Print Name and Position of Authorized Signatory)	



# ANNEX I DESCRIPTION OF THE PROCESSING ACTIVITIES AND WHERE APPLICABLE TRANSFER

#### TO SERVE AS ANNEX I TO THE EU SCCS WHERE APPLICABLE

#### (A) List of Parties:

Data Exporter	Data Importer	
Name:	Name: YouTestMe	
Address:	Address: 150 King Street West, Suite 200,	
	Toronto, Ontario, M5H 1J9, Canada	
Contact Person's Name, position and contact	Contact Person's Name, position and contact	
details:	details: Jelena Radosavljevic, Operations and	
	Data Protection Manager,	
	jelena.radosavljevic@youtestme.com	
Activities relevant to the transfer: See (B)	Activities relevant to the transfer: See (B)	
below	below	

## B) Description of Processing / Transfer

Categories Data Subjects					
The personal data	Test candidates / Training candidates				
transferred concern the	Organizers and managers of testing and training (e.g.,				
following categories of	administrators, instructors, proctors, subject matter experts,				
data subjects	graders)				
Purposes of the transfer(s)					
The transfer is made for the following purposes:	Processing (a) to perform any steps necessary for the performance of the Agreement; (b) to provide the Services in accordance with the Agreement; (c) to comply with other reasonable instructions provided by Client that are consistent with the terms of the Agreement and this DPA; and (e) to comply with any legal obligations under applicable law, including Data Protection Laws.				

## Categories of Personal Data:

## **Mandatory:**

- First name
- Last name
- Username
- Email address (professional or personal)



## **Optional:**

- Date of birth
- Gender
- Job title
- Phone number
- Photo
- Test history
- Test scores
- Training history
- Recording of supervised test attempts, with the candidate in front of the camera, in an
  environment of their choosing, microphone enabled, and screen shared
- ID for supervised test attempts that require presenting an ID
- Optional custom fields created by the client using the platform
- Other information provided by the end-users during the support-related communication

requency of the transfer					
Whether continuous of one off.	Continuous.				
Sensitive data (if appropriate	ensitive data (if appropriate)				
The personal data	Any sensitive data or any special categories of data (as defined				
transferred concern the following categories of	under Data Protection Law).is processed at Client's instructions and may include:				
special / sensitive Personal Data:	Face Biometrics provided face recognition for identification purposes setting within the Proctoring Module is used Other, depending on the custom fields created by the Client				
Duration of processing:	The duration of the data processing under this DPA is until the termination of the Agreement in accordance with its terms plus the period from the expiry of the Agreement until deletion of the Client Personal Data by YouTestMe in accordance with the terms of the Agreement and this DPA.				
Nature and Subject Matter of the Processing:	Personal Data transferred will be processed in accordance with the Agreement and this DPA) and may be subject to the following processing activities: (i) storage and other processing necessary to provide, maintain and improve the Service (as applicable); and/or (ii) disclosures in accordance with the Agreement and/or this DPA and/or as compelled by applicable laws.				



Retention period (or, if not possible to determine, the criteria used to determine that period): The duration of the Agreement plus the period from the expiry of the Agreement until deletion of the personal data by YouTestMe in accordance with the terms of the Agreement and this DPA.

#### (C): Competent supervisory authority

The data exporter's competent supervisory authority shall be determined in accordance with the GDPR and where applicable the SCCs. With respect to personal data regulated by the UK Data Protection Legislation, the competent supervisory authority is the Information Commissioners Office (the "ICO").

YouTestMe	CLIENT	
	by its authorized signatory:	
	(Signature of Authorized Signatory)	
Zoran Kukoljac, Chief Executive Officer		
	(Print Name and Position of Authorized Signatory	



# ANNEX II DESCRIPTION OF TECHNICAL AND ORGANIZATIONAL MEASURES

#### TO SERVE AS ANNEX II TO THE EU SCCS WHERE APPLICABLE

#### 1.1 Compliance with ISO Standards

YouTestMe is committed to maintaining compliance with ISO 27001 and ISO 9001 standards, as applicable to the scope of YouTestMe Services. Additionally, YouTestMe shall ensure that the data center utilized for delivering the Services maintains IT security management certification in accordance with ISO 27001 or an equivalent recognized industry security framework. Independent, certified third parties shall conduct audits of such certifications, and upon the Customer's request, YouTestMe shall provide the relevant certificates.

### 1.2 Entity Controls

To uphold its commitment to maintaining compliance programs as outlined above, YouTestMe shall implement and continuously enforce the following security measures:

- a) **Security Policy**: YouTestMe shall establish and uphold an information security policy, subject to annual review by YouTestMe, which will be distributed and communicated to all employees. A dedicated security and compliance team shall oversee and monitor the application of security controls across the organization.
- b) **Employee Onboarding**: All YouTestMe personnel will undergo thorough background checks and agree to comply with YouTestMe's Code of Conduct as a condition of their employment.
- c) **Employee Termination**: Upon termination of employment, YouTestMe shall revoke all credentials and access privileges to the Services associated with the departing employee within a reasonable timeframe.
- d) **Access Controls for YouTestMe Personnel**: Access to YouTestMe-owned or licensed network infrastructure, servers, databases, computers, and software will be safeguarded through mandatory authentication procedures for personnel.
- e) **Security Awareness Training**: All YouTestMe employees will complete security awareness and privacy training upon onboarding and annually thereafter to ensure ongoing compliance and awareness.
- f) **Change Management**: YouTestMe shall implement a change management process aligned with widely accepted industry standards to oversee modifications in configurations, software, and hardware.

### 1.3 Application and Network Controls:

- a) **Privileged Access for YouTestMe Personnel**: Access to network components, servers, databases, computers, and software owned or licensed by YouTestMe and used to provide the Services shall be governed by predefined access policies. Privileged access will only be granted to YouTestMe personnel to the extent necessary to fulfill their specific roles.
- b) **Data Center Infrastructure Monitoring**: YouTestMe and/or its sub-processors shall actively monitor the infrastructure to detect and address potential security vulnerabilities.



- c) **Anti-Virus and Malware Detection**: YouTestMe shall deploy commercially available malicious code detection tools, including antivirus and malware scanning software, on its systems. Definitions for these tools shall be regularly updated according to a defined schedule.
- d) **Secure Development Practices**: YouTestMe developers shall receive training in secure coding principles, ensuring that applications are developed using industry-recognized secure development practices.
- e) **Patch Management**: Patches, updates, and upgrades for operating systems, middleware, and applications shall be reviewed, tested, and deployed prudently by YouTestMe to ensure critical updates are applied promptly, in alignment with their associated risk levels.
- f) **Data Segmentation**: YouTestMe shall implement robust security controls and segmentation techniques to safeguard and isolate Customer Data from other tenants.
- g) **Secure Data Transmission**: Customer Data transmitted through the Services shall be protected using industry-standard protocols, such as Transport Layer Security (TLS).
- h) **Encrypted Data Storage**: YouTestMe shall employ encryption technologies, such as the AES-256 encryption standard, to secure Customer Data at rest.
- i) **Firewall Protections**: Network connections to the Services shall be secured with industry-standard firewalls, which will be updated regularly according to a defined schedule.
- j) **Intrusion Detection**: YouTestMe shall implement and maintain intrusion detection systems at both the network and host levels to safeguard the Services and identify unauthorized or hostile network activity.
- k) **System Hardening and Secure Configuration**: YouTestMe shall adhere to industry standards for system hardening and secure configurations to fortify its platforms.
- I) **Penetration Testing**: As part of its security program, YouTestMe shall engage independent third parties to conduct comprehensive penetration testing of its network and applications on at least an annual basis.
- m) **Vulnerability Management**: YouTestMe shall employ commercially reasonable processes to identify and address system vulnerabilities. Regular automated scanning using recognized tools shall be performed to detect security flaws. Identified vulnerabilities will be assessed, and appropriate remediation actions will be taken within a reasonable timeframe, based on the associated risk to the Services.

### 1.4 Physical Access Control

YouTestMe shall ensure that its data center sub-processor implements industry-standard technologies and practices to guarantee that access to YouTestMe systems used for delivering the Services is restricted to authorized personnel only. Such measures shall include, but are not limited to, visitor sign-in protocols, role-based access management, restricted physical access to server rooms, and alarm systems designed to detect and report unauthorized access attempts.

## 1.5 Incident Response and Notification

YouTestMe shall establish and maintain comprehensive security incident management policies and procedures, including protocols for the escalation of security incidents. In the event YouTestMe confirms that unauthorized access, acquisition, disclosure, or misuse of the Customer's Personal Data has occurred,



YouTestMe shall notify the Customer in accordance with the terms of the Agreement or as required by Applicable Law.

Following such a security incident, YouTestMe shall conduct an investigation to determine the root cause, implement corrective measures to mitigate the effects of the incident, and provide the Customer with assurances that the incident is unlikely to recur.

#### 1.6 Disaster Recovery

YouTestMe shall maintain a comprehensive Disaster Recovery plan and, upon Customer's request, provide verification of its existence. This plan shall be tested annually to ensure its effectiveness, with the results reviewed by management. Necessary updates shall be made to the plan based on the results of these tests and any changes in circumstances.

#### 1.7 Business Continuity

YouTestMe shall maintain a Business Continuity plan to restore operations in the event of a disaster and shall provide a summary of this plan to the Customer upon request. In the event of a disaster declaration, YouTestMe shall activate the plan to restore the Services. The Business Continuity plan shall be tested and reviewed annually, with updates made as necessary to ensure its continued effectiveness.



#### **ANNEX III LIST OF SUB-PROCESSORS**

#	Name of Legal Entity	Location of processing	Category	Purpose of Data Processing
1.	Microsoft Corporation (Microsoft Azure)	Germany	Hosting provider	Providing cloud computing services.
2.	YouTestMe DOO	Serbia	Subsidiary	Providing operational and technical support and professional and/or technical services.
3.	TalentBase	Tunisia	Affiliate	Providing support and human proctoring services.
4.	RingCentral	United States	Call-center tool provider	Providing cloud-based call center solution for YouTestMe support.  NOTE: Applicable to the Premium Support Package. Calls are not recorded.
5.	OpenAl	United States	AI Service Provider	Providing Al-powered content generation services.  NOTE: This is an optional feature. Data processing is applicable only if this feature is enabled.
6.	Google (Google Translate)	Global	Translation Service Provider	Providing automated translation of questions.  NOTE: This is an optional feature. Data processing is applicable only if this feature is enabled.

#### SCCs in place

- EU and UK CROSS BORDER PERSONAL DATA TRANSFERS ADDENDUM Tunisia, 08/07/2024 Addendum to govern transfers of personal data from YouTestMe Canada to TalentBase Tunisia and which derive from the provision of service by YouTestMe Canada to its clients. LINK
- EU and UK CROSS BORDER PERSONAL DATA TRANSFERS ADDENDUM Serbia, 15/12/2022 Addendum is to govern transfers of personal data from YouTestMe Canada to YouTestMe DOO, Serbia and which derive from the provision of service by YouTestMe Canada to its clients. LINK