

# PRIVACY POLICY



## **Privacy policy**

This information is our Privacy Notice. It explains what we do with your personal information, why we want to use it, how we protect it, and what rights you have to control our use of your personal data.

The most important fact is that it's **your** personal data. We have complete respect for your rights and we will only use it where necessary to deliver our services to you or your employer, or to keep you up to date about developments in our products.

## **Information about the data controller**

The data controller is Transport Advisory Consultants Ltd, Homedene, Milton Road, Corringham, Essex, SS17 8JP. Company registration number is: 04406485

If you want to contact us about any of the points on this notice, or just generally about how we protect your privacy, please email us at [info@tacltd.co.uk](mailto:info@tacltd.co.uk)

We use this email address for all data protection and data access matters.

## **The purpose and lawful basis for processing your personal data**

We use information for a few different purposes and these each have a different lawful basis. This section describes these in detail and, although it's technical, we're required by law to explain this to you.

**If you are an existing TAC Ltd customer**, we hold your name and contact details because we have a contractual obligation to deliver services to you. We need your contact details to deliver our services (such as updating training records with external bodies, send you update emails when you need to take actions, send you invoices and so on.) We will hold your information for six years from your last interaction with TAC Ltd, for legal records.

**If you are a previous TAC Ltd customer**, in the six year period following your last interaction with TAC Ltd, we may continue to contact you with information about TAC Ltd services because we think you will find it useful. We believe we have a legitimate interest in this direct marketing activity (and this is also permitted under the Privacy and Electronic Communications Regulations or "PECR") but you are always able to unsubscribe by clicking the link at the bottom of the emails we send, or by emailing us at [info@tacltd.co.uk](mailto:info@tacltd.co.uk)

**If you are an employee of (or temporary or contract worker at) an existing TAC Ltd customer**, you should note that we have most likely been given your personal data by your employer, we may not have collected it from you directly. We hold your name and contact details so that we can help your employer demonstrate their GDPR compliance to the Information Commissioner's Office.

We have a legitimate interest in being able to use your information in this way, we believe it's also in your interests that you can show your employer you're up to date with data protection training.

We will hold your personal information for six years from your employer's last interaction with TAC Ltd, for legal records.

**If you are a supplier or other business associated with TAC Ltd field of work**, we will hold your contact details because we have a legitimate interest in doing business with your company. We will aim to hold this information for three years since we were last in contact with you.

It's possible we picked this information up from public directories (such as LinkedIn and internet searches) or that you passed your details to us with a business card.

**If you're not an existing customer** we may have your contact details on our marketing list so we can send you emails and newsletters about our service, along with information we think you'll find interesting and useful. We will only send you this information if we have your consent (which you gave to us by ticking a consent box when you signed up to our lists or completed one of our candidate registration forms) You may withdraw

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consent at any time - usually this is easiest by choosing the “unsubscribe” option at the bottom of information we send to you. You can also email us at [info@tacltd.co.uk](mailto:info@tacltd.co.uk) any time. Please note that if you do this, we will delete your records on our marketing list.

If you remain on our marketing list, we will hold your information for two years from the time we last checked that you wanted to receive communication from us.

## **If you visit our website**

A cookie is an element of data that a website can send to your browser, which may then store it on your system. Cookies allow us to understand who has seen which pages and advertisements, to determine how frequently particular pages are visited and to determine the most popular areas of our Website. Non-personal information such as browser type, operating system and domain names, may also be collected during your use of the Website and this information may be used by us to measure the number of visitors to the Website. Unless you have indicated your objection when disclosing your details to us, our system will issue cookies to your computer when you log on to the Website.

## **What types of cookies do we use?**

We may use cookies and similar tools across our websites to improve its performance and enhance your user experience. The cookies we use fall into the following categories:

- (a) First party cookies: We set these cookies and they can only be read by us.
- (b) Persistent cookies: We may use persistent cookies which will be saved on your computer for a fixed period (usually 1 year or longer). They won't be deleted when the browser is closed. We use persistent cookies to recognise your device for more than one browsing session so that, for example, you don't have to re-enter your password each time you visit our Website.
- (c) Session cookies: We may use session cookies which are only stored temporarily during a browsing session and will be deleted from your device when the browser is closed.
- (d) Third party cookies: We may use a number of third-party suppliers who also set cookies on our website in order to deliver the services that they provide. These cookies are known as third-party cookies.

Our Website may use cookies to monitor website traffic and/or to make sure you don't see the same content repeatedly and/or to deliver content specific to your interests.

## **Disabling cookies**

The “GP site acceptance” and “Shopping Basket” cookies are not used on our website

It is possible on most browsers to request that your computer does not accept cookies or that you are notified if a website tries to put a cookie on your computer. The actions you should take will depend on the type of internet browser your computer uses. You may be able to follow the process set out below, depending on your browser:

- (a) go to the heading "Manage Cookies" and click the option you prefer, either stopping cookies being installed, or notifying you of them;
- (b) from the list provided, click the programme that your computer uses; if this is not shown on the list, click on the "help" heading on the bar at the top of this page, search for information on "cookies". An explanation of how to delete cookies will appear.

Alternatively, the following link provides instructions for various browser types:

<http://www.aboutcookies.org/Default.aspx?page=2> (please note that this link will open a new window and will lead to an external website, for which we are not responsible).

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## **How to disable third-party cookies**

Users based in the European Union, can visit <http://www.youonlinechoices.eu/> to opt out of third party cookies used on our Website (please note this link will open a new window and will lead to an external website, for which we are not responsible).

## **Your consent to cookies**

By agreeing to this policy you consent to the use of cookies by us as described in this policy. If you wish to find out more about cookies, please click on this link [www.aboutcookies.org](http://www.aboutcookies.org) (but please remember that we are not responsible for the consent or functionality of external websites).

## **IP address**

Your browser also generates other information, including which language the Website is displayed in, and your Internet Protocol address ("IP address"). An IP address is a set of numbers which is assigned to your computer during a browsing session whenever you log on to the Internet via your internet service provider or your network (if you access the Internet from, for example, a computer at work). Your IP address is automatically logged by our servers and used to collect traffic data about visitors to our Website. We also use your IP address to help diagnose problems with our server, and to administer our Website.

## **Security**

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We will treat all of your information in strict confidence and we will endeavour to take all reasonable steps to keep your personal information secure once it has been transferred to our systems. However, the Internet is not a secure medium and we cannot guarantee the security of any data you disclose online. You accept the inherent security risks of providing information and dealing online over the Internet and will not hold us responsible for any breach of security unless this is due to our negligence or wilful default. We will retain your information in accordance with the retention periods in this policy or for as long as the law requires.

*We do not have the functionality to enter your credit/debit card and/or PayPal details for payment of goods or services on the Website, we will not store your credit/debit card and/or PayPal data. Please do not enter any payment details in the contact forms on the website.*

## **Who we share your personal data with**

### **Data processors**

We use a number of different service providers (acting as "data processors") who provide IT and system administration services to enable us to operate our business and the services we provide to our users and partners. Your personal data is transferred to (and stored by) these data processors, who generally fall under the following categories:

- Website analytics service providers
- Website and data hosting service providers
- Document storage service providers
- Email, contacts and calendar service providers
- CRM and newsletter distribution service providers
- Accounting software service providers

For security reasons (to reduce the risk of phishing attacks to our customers) we do not name all our service providers in this privacy notice. The types of personal data we hold about you (and that may be transferred to our data processors) are set out above. Please contact us at [info@tacltd.co.uk](mailto:info@tacltd.co.uk) if you want further information on specific data processors or the types of personal data they process for us.

### **Other circumstances in which we may share personal data with third parties**

We may also share your personal data with the following third parties in certain circumstances:

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- We will share personal information with law enforcement or other authorities (such as tax authorities) if required by applicable law.
- We may share personal information with third parties to whom we may choose to sell, transfer, or merge parts of our organisation or our assets. Alternatively, we may seek to acquire other organisations or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.
- We may share personal information with professional advisors such as lawyers, accountants or auditors in order for them to provide legal, accounting or auditing services to us.

*We will not sell or rent your information to third parties and we will never share your information with third parties for marketing purposes other than our own marketing activity.*

## **International transfers of personal data, and the measures in place to safeguard it**

We do not directly transfer any of your personal data outside the European Economic Area (EEA). However, some of our data processors may do so and this section explains the impact of these international transfers and how your information is protected.

Many of our data processors operate “cloud-based systems”, which means the information is held in information data centres in different locations. All the cloud-based systems we use reserve the right to hold copies of your personal information outside the EEA to hold back-up copies, so they can guarantee recovery.

In each case we and/or our processors use one or more of the following means that are designed to help safeguard your privacy rights and give you remedies in the unlikely event of abuse:

- Certain processors may transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission. For further details, see European Commission: Adequacy of the protection of personal data in non-EU countries.
- Where personal data is transferred outside the EEA or countries the EC deems to have adequate privacy protection, we use specific contracts approved by the European Commission which give personal data the same protection it has in Europe. For further details, see European Commission: Model contracts for the transfer of personal data to third countries.
- Providers storing data in the US may be self-certified to the EU-US Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US. For further details, see European Commission: EU-US Privacy Shield.

Please contact us at [info@tacltd.co.uk](mailto:info@tacltd.co.uk) if you want further information on the specific mechanisms used by our data processors when transferring your personal data out of the EEA.

## **Your personal data rights**

The personal data we hold about you is **your** data, so you have certain rights over them. This section summarises your rights. You can exercise any or all these rights when you choose, and the easiest way is by dropping us an email at [info@tacltd.co.uk](mailto:info@tacltd.co.uk)

Where we are processing your data based on your consent (e.g. for marketing purposes) you can withdraw that consent and we must immediately stop processing your data. Please note that up to that point, we’re acting lawfully with your consent, *withdrawal of consent cannot be backdated*.

You have the right to request a copy of all personal data we hold relating to you and we must provide this within 30 days. You also have the right to require us to correct any records that are wrong.

You have the right to require us to erase personal data and we must comply unless we need it for one of the purposes described above (for example, this might include the fact that we need to demonstrate your employer has provided training for you.) We also retain the right to keep data that is needed to establish, exercise or defend a legal claim.

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Where we process your data based on a “legitimate interest” (underlined in the section on Purpose and Lawful Basis, above) you still have the right to object to our processing of that data. From that point, we must stop processing your data until we have determined whether your rights override our interests.

Finally, you may have the right to have your personal data transferred to another organisation, and we’re obliged to provide it to you in a clear and reasonable format.

## **Our contractual requirements to use your personal data**

If you’re a TAC Ltd customer, it’s a requirement that we collect personal information from you so that we can enter into a contract with you.

If you’re an employee (or temporary or associated worker) at a TAC Ltd customer, we have a legitimate interest in using your personal data so we can prove that you’ve undertaken and completed training as required to fulfil your role. Your employer will require us to do this through our contract with them. If you ask us to restrict processing of your personal data, we may not be able to demonstrate your training track record to your employer and this could affect your employment. For this reason, we use our legitimate interests as the lawful basis for processing your data (which is why we don’t ask for your consent to process it.)

## **Automated processing of your personal data**

Customers’ employees have a right to object to this automated processing and have it reviewed by a real person. Please contact us at [info@tacltd.co.uk](mailto:info@tacltd.co.uk) if you want to have any automated processing we do reviewed by someone.

We also use Mailchimp to undertake some automated communications activities. You are able to manage the information you receive from us through these channels at any time.

## **Other purposes for processing personal data**

We don’t process your personal data for any other purpose than we’ve described here. We won’t sell your personal data to other companies.

As we develop the TAC Ltd range of products, we might add a new data process to our platform that uses your personal information. Should we decide that we want to develop a new processing purpose, we will contact you to let you know what we intend to do, the lawful basis we will use, and your rights over our intended new processing. We’ll also publish information about it here.

## **Changes to this privacy notice**

This privacy notice was last updated on 2<sup>nd</sup> July 2020 and historic versions can be obtained by contacting us. We may change this privacy notice from time to time by amending this page.

## **Your rights to lodge a complaint with the Regulator**

At all times, you have the right to report a concern or lodge a complaint with the Information Commissioner’s Office. Please refer to the ICO at <https://ico.org.uk/concerns/> or by calling them on 0303 123 1113.

Of course, we hope that we can resolve your issue quickly and fairly – you can contact us at [info@tacltd.co.uk](mailto:info@tacltd.co.uk).

## **How to contact us**

If you have any questions, concerns or just want some more information about our privacy management, drop us a line at [info@tacltd.co.uk](mailto:info@tacltd.co.uk).