

# PRIVACY POLICY

## Scope of the Policy

This policy is provided for Fenton Traffic Management Training Ltd (FTM) customers, including learners and staff members who are using or delivering the courses and qualifications that Fenton Traffic Management Ltd offer

## Location of the policy

This policy is available for all staff members, third parties and learners to access.

## Communication of the policy

It is important that staff involved in the management, assessment and quality assurance of our qualifications and learners undertaking qualification with us are fully aware of the contents of the policy.

## Review of the policy

Fenton Traffic Management Ltd (FTM) will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by LANTRA or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Statement of Principles

The information in this Privacy Policy relates to Fenton Traffic Management Ltd (FTM).

## Transfer of data outside of the United Kingdom

Fenton Traffic Management Ltd do not operate outside of the UK.

## Collection of personal data

Fenton Traffic Management Ltd will only require you to provide the personal information appropriate to complete specific tasks, for example, when you place an order we require you to provide us with sufficient personal information so that we may process your order, deliver it to you and contact you in the event of a problem or to draw your attention to related goods or services. We also require set data such as First name, Last name, address and Date of Birth to process your certificate with our Awarding Organisation LANTRA.

## Use of your information and your preferences

Fenton Traffic Management Ltd will use your information to provide and personalise our service. We will use your contact details to communicate with you. We may use your information to send you offers and news about our products and services. (Only if you opt in to this service).

We share limited information (name, address, D.O.B. and email) only with our Awarding Organisation (LANTRA) for certification. We do not share your information with any other organisation. Please note that there may be instances where it may be necessary for us to communicate with you, in any event, for administrative or operational reasons relating to our services.

## Disclosures of your information

Fenton Traffic Management Ltd. will only disclose your information in the manner permitted by our registration or where required to do so by law.

## Other websites

Our website may contain links to other websites which are outside our control and are not covered by this privacy policy. If you access other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy.

## Use of cookies

To make full use of the online shopping and personalised features on Fenton Traffic Management Ltd website ([www.fentontm.com](http://www.fentontm.com)) your computer, tablet or mobile phone will need to accept cookies, as we can only provide you with certain personalised features of this website by using them.

Our cookies don't store sensitive information such as your name, address or payment details: they simply hold the 'key' that, once you're signed in, is associated with this information. However, if you'd prefer to restrict, block or delete cookies from Fenton Traffic Management Ltd you can use your browser to do this. Each browser is different, so check the 'Help' menu of your particular browser (or your mobile phone's handset manual) to learn how to change your cookie preferences.

More information about cookies and how to control how they are set can be found at [www.allaboutcookies.org](http://www.allaboutcookies.org).

## Privacy of personal data

We aim to protect the security of your personal data at all times. We aim to accomplish this by using a combination of methods including, but not limited to:

Whenever your personal information is exchanged between your web browser and our web server we use highly effective methods of encryption – this is currently 128 bit SSL (secure sockets layer) encryption. This makes it extremely difficult for someone to intercept and read the information being passed between your web browser and our web server.

Any hard copies of data are secured and stored in a locked cabinet within a locked facility and disposed of via shredding when no longer required. (3 Years, after the qualification expires for example.)

Digital Data will be protected via password access on the Fenton Traffic Management system.

## Data Protection Act 2018 & GDPR General Data Protection Regulations 2018

As a UK based business, our handling of your information was controlled by the UK Data Protection Act 1998 now this has become the GDPR 2018. We, therefore, take great care to protect your personal information or anything which might identify you personally such as:

- First name and last name and D.O.B
- Email address
- Organisation information (e.g. Name, Address, Telephone number)

For the purposes of this document, “personal data”, “processing”, “data controller” and “data processor” have the meanings ascribed to them in the Data Protection Legislation (GDPR).

Fenton Traffic Management Ltd is deemed to be a data controller in respect of personal data processed under the contractual agreement and shall:

- process personal data lawfully, fairly, and transparently, in accordance with GDPR;
- provide full details of what data is needed, why it’s needed, and for how long it will be kept, and this information shall be given at the point it is collected;
- never take more data than is necessary for Fenton Traffic Management Ltd to fulfil its contractual obligations, and to delete it when it is no longer needed;
- make all data available for alteration, transfer, deletion, or restriction upon request by the data subject;
- implement appropriate technical and organisational measures to safeguard the personal data from unauthorised or unlawful processing, accidental loss, destruction or damage
- obtain, use, process and disclose personal data in the performance of its obligations under the Agreement only.

The Data Processor is LANTRA.

In particular, but without limitation, each party shall:

- only carry out processing of such data in accordance with the others instructions
- only disclose it to or allow access to it by those of its employees (or agents or sub-contractors) who are familiar with data protection requirements and whose use of such data relates to their job or function
- assist the other with all subject information requests received from data subjects.
- Neither party shall acquire any rights in any of the other’s personal data or sensitive personal data and shall only be entitled to process it in accordance with its contractual obligations.
- On termination of the contract each party shall immediately cease to use the same and shall arrange for its safe return or destruction as shall be agreed with the other at the relevant time.
- Each party confirms that it owns, or has all necessary rights in the use of, all intellectual property in relation to the Services and each acknowledges that such intellectual property shall remain the property of, or the rights in the use of shall remain with, the originating party, unless otherwise agreed in writing between the authorised representatives Fenton Traffic Management Ltd and the purchaser.
- Each party agrees to indemnify the other against any actions, costs, liabilities, losses, damages and expenses which the other may suffer or incur as a result of any claim by a third party in relation to ownership or use of any relevant intellectual property, provided by the other party.

## Access rights

You have the right to access the personal information that we hold about you. Requests should be made in writing via the contact details below:

Fenton TM Ltd, Units 29-30 Shangri-la Farm, Todds Green, Stevenage Road, Stevenage SG1 2JE

Fenton Traffic Management use LANTRA as Awarding organisation and their Privacy Policy can be found on their website. Please contact them if you have any concerns with our policies or procedures.



Signed  
Tony Bayford  
Managing Director

Date: 18<sup>th</sup> April 2023