

<b>REFERENCE</b>	RPS-POL-027
<b>POLICY</b>	Website Privacy Policy
<b>OWNER</b>	Mr Joe Whalen, Managing Director
<b>FIRST ISSUED</b>	June 2021
<b>CURRENT ISSUE &amp; REVISION</b>	June 2021 – V1

## 1. Introduction

This privacy policy was last updated on 7th June 2021.

This privacy policy sets out how Railway Project Services Ltd (RPS) handles, stores, uses and shares your personal information.

When RPS processes your personal data, it is acting as a 'data controller'.

### i. Data Controller ("the Company"):

Rail Project Services Limited, Unit 2, Brook Park Offices, Gaddesby Lane, Leicestershire, LE7 4ZB.

### ii. Data Protection Officer:

Mr Joe Whalen, Unit 2, Brook Park Offices, Gaddesby Lane, Leicestershire, LE7 4ZB Direct Dial: 07421 746357, email: [joe.whalen@rps-team.co.uk](mailto:joe.whalen@rps-team.co.uk)

## 2. What information we collect

Personal data, or personal information, means any information about an individual from which that person can be identified.

We may collect, use and store different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes (first name, last name, username or similar identifier, marital status, title, date of birth and gender)
- **Contact Data** includes (billing address, other office address, personal residence address, email and telephone numbers)
- **Financial Data** includes (bank account and payment card details)
- **Transaction Data** includes (details about payments to and from you and other details of products and services you have purchased from us).
- **Usage Data** includes information about you when you browse pages or access resources on this site. We also collect anonymous usage statistics when anyone accesses our website. This data is held by Google or other third parties. We do not have access to any personally identifiable information

If you open emails from us or click on links in those emails we may record this.

This website is not intended for children and we do not knowingly collect data relating to children.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

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We do not sell personal information to anyone and only share it with third parties who are delivering our services.

### 3. How We Collect Your Information

#### i. Direct interaction

You may give us your identity and contact data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- Use our contact form to make an enquiry
- Apply for a job via our contact form
- Request marketing to be sent to you; or
- When you give us some feedback.

#### ii. Automated technologies or interactions.

As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies. Please see our [cookie policy](#) for further details.

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

#### iii. Third parties or publicly available sources.

We may receive personal data about you from various third parties and public sources as set out below:

- Technical Data from analytics providers such as Google based outside the EU; and
- Identity and Contact Data from publicly available sources, such as Companies House and the Electoral Register

### 4. What we use your information for

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract, we are about to enter into or have entered into with you.
- Where we are contracted by a third party to perform a contract, we are about to enter into or have entered into with a third party.

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- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.
- To respond more effectively if you contact us.

Generally, we do not rely on consent as a legal basis for processing your personal data where it is in connection with our legitimate business interests.

## 5. How we protect your information

We implement a variety of security measures to maintain the safety of your personal information when you enter into a contract with us, enter, submit, or access your personal information.

Our website is hosted with a reputable provider, who has invested significantly to keep everyone's data safe and secure. Who actively manage our information technology systems, including robust antivirus software.

## 6. How long will we hold your personal data

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any contractual obligation, legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

**OR**

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.

In some circumstances you can ask us to delete your data. Contact us for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

## 7. How we share your personal information

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential.

We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety.

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## 8. Changes to our Privacy Policy

We keep our privacy policy under regular review and we will place any updates on this web page.

## 9. Access to your information and correction

You have the following rights to your personal information:

- right to request access to your personal information and information relating to our use and processing of your personal information
- right to request that we restrict our use of your personal information
- right to receive your personal information in a structured commonly-used and machine-readable format or transmit the data directly to another Data Controller
- right to object to the processing of your personal information for certain purposes such as direct marketing and profiling
- right to request your personal information to be erased where it is no longer necessary for the purpose for which it was collected
- right to withdraw your consent to the use of your personal information where the processing of your data is based on consent

You can make these requests or withdraw your consent by sending an email or writing to us at the above address.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Signed:

*Joe Whalen*  
**Managing Director**

