

## **Privacy Notice for: Customers of Smarter Transport Solutions**

Smarter Transport Solutions is a transport consultancy business based in Oxfordshire. It is family owned and run with a registered office as shown below. This privacy policy covers the use of data by Smarter Transport Solutions. For legal purposes, Smarter Transport Solutions is known as the 'data controller'.

You can contact us during office hours:

By phone on: 07787 515 737

By email: [info@smartertransportsolutions.co.uk](mailto:info@smartertransportsolutions.co.uk)

By post: The Coach House, 60 St Johns Road, Wallingford, Oxfordshire, OX10 9AG

In accordance with the General Data Protection Regulation (GDPR), Smarter Transport Solutions has and will continue to audit and review its data processing. Listed below are the areas identified as data processing procedures and these have been identified as either a legal obligation or as a legitimate business need (to enable us to operate):

### **Personal Data Is Collected For the Following Reasons (where applicable):**

1. Course bookings and driver CPC.
2. Photographs, descriptions and articles in promotional material.
3. The Accounts Department for processing payments.

### **What About Card Payments?**

All card payments (via chip and pin) are not processed by Smarter Transport Solutions. The receipts that are kept by Smarter Transport Solutions are stored in a locked office and cross shredded for destruction. All payment information is processed through the UK banking system.

### **How Long Is My Information Stored For?**

#### **If you complete course registration forms:**

Your personal data is kept to ensure all payment and other queries are resolved.

When the personal data is destroyed, it is in a secure manner, such as cross shredding.

### **Who Will My Information Be Shared With?**

1. Banks to enable collection of payments.
2. Auditors, consultants, suppliers and third party software providers.
3. We will not give your information for any other reason than a business need to a third party without your consent.

### **Further information:**

If, at any time, you are unhappy with the way we handle your data please let us know.

If you would like to know more, or have a question please contact Laurence Laver, Smarter Transport Solutions's Data Protection Officer. Email: [laurence@smartertransportsolutions.co.uk](mailto:laurence@smartertransportsolutions.co.uk).

To view Smarter Transport Solutions's other policies go to:

<https://www.smartertransportsolutions.co.uk/pdf/>

For further information or to complain about a breach of data contact the Information Commissioner's Office (ICO) via their website or T: 0303 123 1113.