

NTM Ltd GDPR Privacy Policy

National TM Limited (NTM) understand that your privacy and the security of personal information is extremely important. We hold personal data about our employees, clients, customers and other individuals for a variety of business purposes. This policy outlines what we do with your personal data, how we keep it secure, whom we share the information with and why, as well as your rights in relation to the data held about you.

This policy applies if you interact with us through our office/s, over the phone, online, social media, mobile app/s or otherwise by using the website/s ('our services').

This policy is applicable to everyone and must be observed by all employees. The Board will keep this policy under review and update, amend and re-issue as required.

Who are we?

When we refer to 'us' or 'we' in this policy, we are referring to the legal entities which make up National TM Limited.

What sort of personal information do we hold?

- Personal information that you provide to us such as, your name, address, date of birth, telephone number/s, email address, next of kin, qualifications, financials, medical history as well as any feedback you give us, including phone, email, post, mobile apps, or when you communicate via any social media platforms.
- Information about the services that we provide to you (including for example, the work we have provided to you, when, where and who, pay details, and so on).
- Information required to decide about your request for work (for example, compatibility, availability & suitability) such as the personal data supplied with medical history, qualifications, right to work and so on.
- Access to your personal profile with updates and amendments.
- Your contact details and details of other electronic communications you receive from us, including whether that email has been opened and if you have clicked on any of the links within the communication.
- Information from other sources such as specialist companies that provide specific information which may be required for legitimate and relevant purposes (such as licence checks with DVLA) as well as information which is publicly available.

Why do we ask for Personal Data and how do we use it?

In order for NTM to comply with Industry specific Health & Safety requirements and compliances, we will have to obtain personal data (information relating to an identified or identifiable natural person) from you. This procedure is done by completing and submitting the NTM Application and Consent Form.

At this stage, we would require your consent to use and store the information you have willingly provided to us in order to assess suitability and compatibility to work within the Traffic Management Industry. Your safety and the safety of other is paramount and as such this process is vital.

Whenever we process your personal information, we have to have something called “a legal basis” for what we do. The grounds for lawful processing of data are;

- Consent: the individual has given clear consent for you to process their personal data for a specific purpose
- Contract: the processing is necessary for a contract you have with the individual or because they have asked you to take specific steps before entering into a contract
- Legal obligation: the processing is necessary for you to comply with the law
- Vital interests: the processing is necessary to protect someone’s life
- Public task: the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law
- Legitimate interests: the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual’s personal data which overrides those legitimate interests.

To provide our service

1. We need specific information from you to make our service available to you. If you do not provide this information to us or consent to us using and sharing where relevant, then we will be unable to engage with you and provide you with the service we offer. The information we request is specific to the service we offer and is only used for its intended purpose. Information will be shared with third parties as necessary to fulfil the service.

Sharing personal information

We will only share your personal information in response to requests which do not override your privacy interests. (We will only share personal information with e.g. customers, suppliers, partners who have a legitimate interest in your personal information).

Contracts

To carry out our obligations arising from any contracts entered by you and us.

Orders

Process orders submitted by you.

Verification

Verify your identification.

Contacting you

We use personal data to contact you (via various mediums, for example telephone, email, social media) with relevant information and details required to fulfil the requirements of the service we offer when you engage with us. This is necessary to complete the service we provide.

Notifications

We will notify you of changes updates and improvements to our services.

Rights of Individuals & Data Subjects

Individuals have rights to their data which we must respect and comply with to the best of our ability. We will ensure individuals can exercise the rights in the following ways:

1. Right of access
 - We will enable individuals to access their personal data and supplementary information.
 - We will allow individuals to be aware of and verify the lawfulness of the processing activities.
2. Right to be Informed
 - We will provide privacy notices that are concise, transparent, intelligible, easily accessible, free of charge and written in clear and plain language.
 - We will keep records of how we use personal data to demonstrate compliance with the need for accountability and transparency.
3. Right to Rectification
 - We will rectify or amend the personal data of any individual if requested because it is inaccurate or incomplete
 - This will be done without delay and always with one month of a request being received in writing.
4. Right to erasure (also known as the Right to be Forgotten)
 - To have your personal information erased if requested in writing and there is no compelling reason for its continued processing.

5. Right to restriction of processing

- We will comply with any request to restrict, block, or otherwise suppress the processing of your personal data.
- We will continue to store personal data if it has been restricted, but not process it further. We will retain enough data to ensure the right to restriction is respected in future.

6. Right to data portability

- To electronically move, copy or transfer your personal information in a standard form
- We will provide individuals with their data so that they can reuse it for their own purposes or across different services.

7. Right to object –

- to object to processing of your personal information

For more information on Data Subject Rights go to www.ico.org.uk

If you are seeking to exercise any of these rights, please contact us using the details in the “Contact Us” section below. Please note that we will need to verify your identity before we can fulfil any of your rights under data protection law. This helps us to protect the personal information belonging to you against fraudulent requests.

Automated decision making and profiling

We use automated decision making, including profiling, in certain circumstances, such as when it is in our legitimate interests to do so, or where we have a right to do so because it is necessary for us to enter into, and perform, a contract with you. We use profiling to enable us to give you the best service possible.

How long will we keep your personal information for?

We will keep your personal information for the purpose set out in the privacy policy and in accordance with the law and relevant regulations. We will never retain your personal information for longer than is necessary or required. In most cases, our retention period will come to an end 2 years after the end of your relationship with us. However, in some instances we are required to hold personal information for up to 7 years following the end of your relationship with us (for example, data relating to accountancy purposes).

Security

We take protecting your personal information very seriously and are continually developing our security system and processes. Some of the controls we have in place are;

- Limited and restricted physical access to our buildings and offices

- User access to our systems to only those that we believe are entitled, with legitimate reason, to be there
- We use technology controls for our systems, such as firewalls, user verification, personal identity verification, password complexity, data encryption, and so on.
- We utilize “good practice” standards to support the maintenance of a robust information security management system
- We enforce a “hierarchy” policy, for access to any data or systems.

Where do we store our data?

- Data is stored (where)
- Locked, secure filing cabinet and locked and secured offices

Contact us

If you would like to exercise one of your rights as set out in the ‘Your rights’ or ‘Automated decision making and profiling’ sections above, or you have a question or a complaint about this policy, or the way your personal information is processed, please contact us as follows;

In writing to;
National TM Ltd
4A Gowthorpe
Selby
YO8 4ET

Telephone;
07384355404

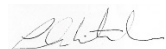
Email;
luke@the-nationaltm.co.uk

You also have the right to lodge a complaint with the UK regulator, the Information Commissioner’s Office (ICO). Go to ico.org.uk/concerns to find out more information.

Policy changes and updates

This policy was most recently updated on 15/12/2022. If we make any changes to it, we will then take the appropriate steps to bring those changes to your attention.

Luke Winterburn



Managing Director