

## 1. Introduction

Serco Rail Technical Services ("SRTS", "we" or "us") is responsible for your personal information and we take our data protection and privacy responsibilities seriously. We have developed this SRTS Privacy Policy to ensure you are informed and confident about the security and privacy of your personal information.

We have developed this SRTS Privacy Policy to ensure those who access and/or use our services, including trainees and those purchasing documents and drawings from our PADSnet system, visitors to our Rail Technical Services offices and members of the public and third parties (excluding suppliers) who we may have dealings with, are informed and confident about the security and privacy of their personal information.

If you are a supplier, please refer to Serco's Supplier Privacy Charter available from: <https://www.serco.com/privacy-policy>

Please read this SRTS Privacy Policy carefully, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you, so you are informed about how and why we collect, store, use and share your personal information. This SRTS Privacy Policy also explains your rights in relation to your personal information and how to contact us or supervisory authorities in the event you have a complaint.

This SRTS Privacy Policy supplements the terms and conditions which may apply to our relationship and is not intended to override them.

Our website may provide links to third party websites. SRTS is not responsible for the conduct of third party companies linked to the website and you should refer to the privacy notices of these third parties about how they may handle your personal information.

## 2. About us

SRTS is owned and operated by Serco Limited (00242246) with a registered office at Serco House, 16 Bartley Wood Business Park, Bartley Way Hook, and Hampshire, RG27 9UY. Serco Limited is the 'controller' of your personal data collected and used as set out in this SRTS Privacy Policy.

SRTS operate from the following offices:

- Derby, Derwent House and Stephenson House, RTC Business Park, London Road, Derby, DE24 8UP
- RIDC Melton Mowbray, Unit F, Asfordby Business Park, St Bartholomew's Way, Melton Mowbray, LE14 3JL
- Warrington, Rutherford House, Warrington Road, Birchwood Business Park, Warrington, WA3 6ZH.

## 3. Personal data collected

When using the term "personal data" or "personal information" in this SRTS Privacy Policy, we mean information (including opinions) that relates to you and from which you could be identified, either directly or in combination with other information which we may have in our possession.

We may collect and use the following personal information about you:

- **Personal Details:** title, full name, date of birth, home address, contact details including email and telephone, signature, copies of your passport, driving licence or sentinel card
- **Employment and Business Details:** industry, job role, business activities, employer, work contact details, details of services/products provided, the terms and conditions of your contract, and (as applicable) other information that may be provided in a resume
- **Financial Information:** transaction history and details, bank details and account numbers, invoice details
- **Internal Company Identifiers:** user name and password for accessing our web platform, and SRTS reference number
- **Systems Use Details:** information about your use of our information, IT and communications systems including the browser or device you used and the date and time you accessed our systems

- **Training Records:** programme related records, information about your training, including records of performance, results, certificates and any training work submitted by you
- **Family and Friends Information:** family and/or emergency contact details
- **Public Identifiers:** social media handles, photographs, video recordings i.e. CCTV (identifying physical characteristics)
- **Communications:** social media postings, responses, comments, feedback and opinions when you communicate to us with us for instance when making a complaint
- **Preferences:** consents, permissions, or preferences that you have specified or agree to our terms and conditions
- **Incident History:** health and safety accidents, security incidents, accident information, complaints communications, insurance claims history
- **Website and Other Online Access Details:** your computers unique identifier (e.g. IP Address), the date and time you accessed the website, and passwords.

### Special Category and Sensitive Data

We will not systematically seek to collect, store or otherwise use information about you classed as 'special categories of data' or 'sensitive data' (for example, information relating to your ethnic origin, health or sexual orientation, criminal history).

We will consider that you have given us your consent to hold your special category data where you have voluntarily provided such information in your communications with us or provided information we have marked as optional. For the avoidance of doubt, we will only use the information for the purpose for which it was received unless otherwise required by applicable law.

## 4. How your personal data is collected

When using the term "personal data" or "personal information" in this SRTS Privacy Policy, we mean information (including opinions) that relates to you and from which you could be identified, either directly or in combination with other information which we may have in our possession.

The circumstances by which we may collect personal data about you includes when:

- The personal data is provided to us by you (e.g. when you contact us by email, telephone or in person)
- The personal data is collected in the normal course of our relationship with you (e.g. when booking on a course, enquiring or purchasing our services, applying for a job with us)
- The personal data has been made public by you (e.g. contacting SRTS via a social media platform or via our enquiries email address) or obtained from a publicly accessible source (e.g. Companies House, public telephone directories)
- The personal data is received from your employer
- The personal data is received by us from third parties (e.g. law enforcement authorities, partner organisations)
- The personal data is received from trusted suppliers (e.g. payment providers, marketing agencies)
- The personal data is collected via our IT systems, including via our CCTV systems or our website
- The personal data is created by us, such as records of your communications with SRTS.

## 5. How and why we use your personal information

Data protection and privacy laws requires companies to have a "legal basis" or "lawful ground" to collect and handle your personal information. We will only collect, use and share your personal information where we are satisfied that we have an appropriate legal basis to do so. The purposes for which we may use your personal data and the legal basis on which we may perform such processing are set out below.

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#### Where necessary to the performance of a contract with you, or take steps linked to a contract

- To fulfil our contractual obligations to you, including programme deliverables
- To exercise our legal rights with respect to our contract with you.

#### Where you give us consent

- On occasions we may ask you for consent, we will use the data for the purpose which we explain at the time.

#### For purposes which are required by law

- In response to requests from government law enforcement authorities conducting an investigation
- Other processing necessary to comply with professional, legal and regulatory obligations that apply to our business e.g. in the framework of tax control and reporting obligations.

#### Where necessary for Serco's legitimate interests and where our interests are not overridden by your data protection rights, such as:

- To manage and facilitate the provision of our services to you, including sending proposals, reports, programme information, course notes, results and certificates
- To contact you and manage any enquiries, complaints and feedback
- To enhance, modify, personalise or otherwise improve our services/communications for the benefit of our clients
- For security purposes, including managing access to PADSnet, learning materials, authenticating your identity and recording visits to our business premises
- For risk management purposes
- For promotional and business development purposes
- For accounting and auditing purposes
- For health and safety purposes
- For research purposes for instance customer feedback forms
- To ensure business policies are adhered to (including local operating procedures, fire evacuation procedure etc.)
- To support business and administrative functions of the business
- For quality assurance and staff training purposes
- To prevent, investigate, detect and/or report fraud, misrepresentation, security incidents, crime and other related matters
- For business management and analysis purposes, such as to continually evaluate, develop and improve our products and services as well as the experiences of customers and users of our services in order to provide an efficient and high-quality service
- To develop business strategies
- In connection with a business transaction such as merger, restructuring or sale of the business
- To manage the security of our networks and property and ensure appropriate use (for example through monitoring our web platform and IT systems)
- We will use personal information in connection with legal claims, compliance, regulatory and investigative purposes as necessary (including disclosure of such information in connection with legal process or litigation).

A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests.

Serco sometimes handles personal information relying on exemptions under the applicable data protection law. Any permitted handling of personal information under such exemptions will take priority over this SRTS Privacy Policy to the extent of any inconsistency.

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## 6. Cookies

Cookies are devices that identify your computer to our server and personalise the site for your future use. For more information about cookies used on the SRTS website at <https://www.serco.com/uk/sector-expertise/transport/rail-technical-services> and on the PADSnet system, please refer to <https://www.serco.com/uk/cookie-statement>

## 7. CCTV

We currently have closed circuit television (CCTV) operating at some of our SRTS offices for the primary purposes of (but not limited to): (i) confirming a sequence of events, (ii) health and safety, (iii) security, and (iv) crime prevention, detection and deterrence.

For these reasons, the information processed may include visual images of personal appearance and behaviours of staff, guests and general members of the public who were in the immediate vicinity of the area under surveillance.

We display signs to inform guests and other individuals that they are under surveillance and may be video recorded and the information is kept in secure environments and access to the data is restricted.

We generally retain CCTV recordings centrally for up to 30 days, however we may retain this information for a longer period if they are relevant to an incident, complaint, investigation or legal proceedings and/or for as long as legally required by regulatory bodies and law enforcement agencies.

## 8. Sharing your personal information with others

We may disclose your personal information to a third party in certain circumstances such as where it is a contractual obligation or where we are permitted to do so by law. On some occasions, these third parties may also be a controller of your personal data. The third parties we may share your personal data with include:

### **Angel Trains**

We provide a quarterly report to Angel Trains with a list of outstanding document acknowledgements, this includes names and their employers.

### **Network Rail, Transport for London, plus a small number of other companies**

We provide certificates for the ASNT Rail Testing course to candidates and their employers. This is primarily Network Rail, Transport for London and a small number of other companies. The certificates hold the following information: name, employer, certificate validity dates, who issued the certificate and a SRTS candidate reference number.

### **BINDT (British Institute of Non-Destructive Testing)**

We provide a results notice to every PCN (Personal Certification in Non-Destructive Testing) candidate, their employer and a copy to BINDT. Certificates are sent to a range of different employers, excluding Network Rail who we don't provide PCN training to. The results notice holds the following information: results reference, examiners name, moderators name, invigilators name, candidate's name, date of birth, gender, address, telephone number, email address, employer, exam date, exam type, PCN number and exam grades.

### **Bearing Training**

We provide a certificate to every student and the training requester, this sometimes includes the National Training Academy for Rail (NTAR). The certificate holds the following information: Name, employer and certificate number. We also provide a copy of the class register with the invoice to the paying company.

### **Magnetic Particle Inspection and Dye-Penetrant Inspection Training**

We provide a results notice and certificate to every student and their employer, employers are a range of companies from the rail industry. The certificates hold the following information: name, employer, certificate validity dates, who issued the certificate, the individuals PCN number (if they have one) and a SRTS candidate reference number.

### **Other Third Parties**

- Other organisations within the Serco group of companies, where such disclosure is necessary to provide you with our services or to manage our business
- Regulatory bodies

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- Your employer (e.g. if they have sent you on a training course)
  - Third parties we use to help deliver our products and services to you (e.g. banks and payment providers)
  - Third parties contracted to deliver training and services on behalf of SRTS
  - Other third parties we use to help us run our business (e.g. marketing agencies, IT support service providers, analysis experts, communication platform providers)
  - Our professional advisors (e.g. law firms, insurers, auditors)
  - Government, regulatory and law enforcement bodies where we are required in order:
    - a) To comply with our legal obligations
    - b) To exercise our legal rights (e.g. pursue or defend a claim)
    - c) For the prevention, detection and investigation of crime.

We may disclose your personal information to third parties in connection with a reorganisation, restructuring, merger, acquisition, sale or transfer of assets.

Less commonly, we may process and share your personal data with third parties where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent.

### **Transferring your personal information outside the European Economic Area**

Serco operates on a global basis and accordingly we may share personal information with other companies within Serco Group located outside the European Economic Area (**EEA**), but will take steps to ensure such transfers are covered by our intra-group data sharing agreement entered into by all relevant entities.

We may also disclose your personal information in other circumstance to third parties outside the European Economic Area. Our standard practice when transferring personal data outside the EEA is to:

- Put in place binding corporate agreements, which will include the standard contractual clauses approved by the European Commission for transferring personal information outside the EEA, to ensure that your information is safeguarded
- Ensure that the country in which your personal information will be handled has been deemed "adequate" by the European Commission or the company is registered and compliant with a European Commission approved privacy shield scheme
- Carefully validate any requests for information from law enforcement or regulators before disclosing the information.

We will co-operate with any regulators as required by law to ensure that we remain transparent about the way we handle your personal information. If you would like further information about the global handling of your personal information, please contact us using the details below.

## **9. Security of your personal information**

Serco takes precautions including administrative, technical and physical measures to safeguard your personal information, including (password protected access to IT systems, restricted access to certain locations i.e. the server room, cupboards and electronic folders and files), documented employee procedures, internal monitoring and training to help ensure that your information is protected and secure. Our employees and contractors are bound by confidentiality obligations and we only allow access to employees and contractors who need it to conduct their business responsibilities.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our websites, any transmission is at your own risk. Once we have received your information, we will use robust procedures and security features to try to prevent unauthorised access.

## 10. How long do we keep your personal information

We will store your personal information for as long as is reasonably necessary or for as long as we are required to under contract obligations and for the purposes set out in this SRTS Privacy Policy.

Below is the general criteria we use to determine how long we will keep your personal information, where upon we will either delete or anonymise the data:

- We will continue to keep your personal information while we are providing goods and services, or if we have an ongoing relationship with you (e.g. you hold a licence/account with us, we are delivering a contract, you are a supplier to us or you have an ongoing complaint)
- We will retain your PADSnet account information for four (4) years from the date your paid licence expires, upon which time it will be disabled (after four (4) years the information is deleted. If within those four (4) years you pay for additional licence access, your account will be re-activated)
- We will retain all information and maintain records associated with the training school for a minimum of eleven (11) years, this is in accordance with the BINDT/PCN requirements as SRTS is a registered Authorised Qualifying Body
- We will retain CCTV data for 30 days (and for a longer period if it is relevant to an incident, complaint, investigation or legal proceedings and/or for as long as legally required by regulatory bodies and law enforcement agencies)
- We will retain purchase orders, invoices and receipts for six (6) years (where the information is no longer needed or the six (6) years have passed, we will ensure that it is disposed of in a secure manner)
- We will retain bids, proposals and contracts for a minimum of five (5) years (unless requested by the customer to retain them for longer)
- We will retain general correspondence and papers (including emails) received by us (excluding complaints and investigations) for seven (7) years
- Our register of feedback, complaints and investigations will be reviewed every ten (10) years
- Images and messages provided by you on our social media feed will be kept until you ask for them to be deleted
- Where applicable, your IP address is kept in accordance with your cookie preferences (for further information on our cookie policy, please see section 6).

Where not subject to the above, we will generally keep your personal data in accordance with any applicable limitation period (as set out in applicable law) plus one (1) year, to allow reasonable time for review and deletion or anonymisation of the personal information held. This will usually be seven (7) years following the expiry of our business relationship with you.

In some circumstances we may store your personal information for longer periods of time, for instance where we are required to do so in accordance with legal, regulatory, tax, accounting requirements or so that we have an accurate record of your dealings with us in the event of any complaints or challenges, or if we reasonably believe there is a prospect of litigation relating to your personal information or dealings.

## 11. Your legal rights

You have legal rights in connection with personal information. Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information (commonly known as the "right to be forgotten"). This enables you to ask us to delete or remove personal information in limited circumstances, where: (i) it is no

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longer needed for the purposes for which it was collected, (ii) you have withdrawn your consent, (where the data processing was based on consent), (iii) following a successful right to object (see Object to processing), (iv) it has been processed unlawfully, or (v) to comply with a legal obligation to which Serco is subject.

We are not required to comply with your request to erase personal information if the processing of your personal information is necessary for a number of reasons, including: (i) for compliance with a legal obligation, or (ii) for the establishment, exercise or defence of legal claims.

- **Object to processing** of your personal information by us or on our behalf which has our legitimate interests as its legal basis for that processing, if you believe your fundamental rights and freedoms outweigh our legitimate interests. If you raise an objection, we have an opportunity to demonstrate that we have compelling legitimate interests which override your rights and freedoms. You can object at any time to your personal information being processed for direct marketing (including profiling).
- **Request the restriction** of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, but only where: (i) its accuracy is contested, to allow us to verify its accuracy, (ii) the processing is unlawful, but you do not want it erased, (iii) it is no longer needed for the purposes for which it was collected, but we still need it to establish, exercise or defend legal claims, or (iv) you have exercised the right to object, and verification of overriding grounds is pending.

We can continue to use your personal information following a request for restriction, where: (i) we have your consent, (ii) to establish, exercise or defend legal claims, or (iii) to protect the rights of another natural or legal person.

- **Request the transfer** of your personal information. You can ask us to provide your personal information to you in a structured, commonly used, machine-readable format, or you can ask to have it transferred directly to another data controller, but in each case only where: (i) the processing is based on your consent or on the performance of a contract with you, and (ii) the processing is carried out by automated means.
- **Obtain a copy**, or reference to, the personal data safeguards used for transfers outside the European Union. We may redact data transfer agreements to protect commercial terms.
- **Withdraw consent** to processing where the legal basis for processing is solely justified on the grounds of consent.

Please note, to ensure security of personal information, we may ask you to verify your identity before proceeding with any such request.

We reserve the right to charge a fee where permitted by law, for instance if your request is manifestly unfounded or excessive.

If you would like to exercise any of these rights, please submit your requests to:

Data Protection Champion  
Derwent House  
RTC Business Park  
London Road  
Derby  
DE24 8UP

Email: [enquiries.srts@serco.com](mailto:enquiries.srts@serco.com)

Telephone: 0330 109 8853

Subject to legal and other permissible considerations, we will make every effort to honour your request promptly to inform you if we require further information in order to fulfil your request.

We may not always be able to fully address your request, for example if it would impact the duty of confidentiality we have to others, or if we are legally entitled to deal with the request in a different way.

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## 12. Data protection officer

We have appointed a Data Protection Officer (DPO) to oversee compliance with this SRTS Privacy Policy. If you have any questions about this SRTS Privacy Policy or how we handle your personal information, please address to:

Data Protection Officer  
Serco Ltd  
Enterprise House  
18 Bartley Wood Business Park  
Bartley Way  
RG27 9XB.

Alternatively, please email [dpo@serco.com](mailto:dpo@serco.com) or call +44 (0)1256 745900.

## Supervisory authority

We would be happy to address any concerns you have about your data privacy directly, and we encourage you to contact us in the first instance with your queries. However, you have a right to lodge a complaint with the Information Commissioner's Office (<https://ico.org.uk/concerns/or> telephone: 0303 123 1113) who will then investigate your complaint accordingly.

## 13. Changes to this SRTS privacy policy

This SRTS Privacy Policy was published in October 2019.

We may amend this SRTS Privacy Policy from time to time to keep it up to date with legal requirements and the way we operate our business. Please regularly check our website for the latest version of this SRTS Privacy Policy. On some occasions, we may also actively advise you of specific data handling activities or significant change to this SRTS Privacy Policy as required by applicable law.