



RS Training Services

Data Protection Policy

Effective Date: 31/10/2022

Last Reviewed: 25/11/2025

1. Introduction

RS Training Services is committed to protecting the privacy and security of all personal data we collect in the course of providing training for forklifts, MEWPs, and other manual handling equipment. This Data Protection Policy outlines how we collect, use, store, share, and protect personal information in compliance with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Scope

This policy applies to all employees, contractors, trainers, and any other individuals who handle personal data on behalf of RS Training Services. It covers all personal data relating to learners, customers, suppliers, and staff.

3. Principles of Data Protection

RS Training Services adheres to the following data protection principles:

- **Lawfulness, fairness, and transparency:** Personal data is processed lawfully, fairly, and in a transparent manner.

- Purpose limitation: Data is collected for specific, explicit, and legitimate purposes and not used in any way incompatible with those purposes.
 - Data minimisation: Only data necessary for the intended purpose is collected.
 - Accuracy: Personal data must be accurate and kept up to date.
 - Storage limitation: Data is kept only as long as necessary for the stated purposes.
 - Integrity and confidentiality: Data is handled securely to protect against loss, unauthorised access, or damage.
 - Accountability: RS Training Services is responsible for demonstrating compliance with these principles.
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4. Personal Data We Collect

We may collect and process the following types of personal data:

- Learner information: name, address, contact details, date of birth, training history, assessment records, certification details.
- Customer/company information: business name, contact person, contact details, invoicing information.
- Employee/trainer information: employment records, qualifications, training documents, DBS checks (where applicable).
- Website or online enquiries: form submissions, email addresses, phone numbers.

We do not intentionally collect sensitive personal data unless required for legal or regulatory purposes.

5. Legal Basis for Processing

We process personal data based on one or more of the following legal bases:

- Performance of a contract: to provide training services and issue certification.
- Compliance with legal obligations: including maintaining training and safety records.

- Legitimate interests: such as improving our services and ensuring safety standards.
 - Consent: where required, particularly for marketing communications.
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6. How We Use Personal Data

Personal data may be used for the following purposes:

- Booking and delivering training courses.
 - Recording assessments and issuing certifications.
 - Maintaining internal records of training delivered.
 - Communicating with learners or customers about training, updates, and requirements.
 - Invoicing and financial administration.
 - Meeting regulatory or accreditation requirements.
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7. Data Sharing

RS Training Services may share personal data with:

- Accreditation or certification bodies where required for issuing qualifications.
- Regulatory authorities as required by law.
- Service providers (e.g., IT support, secure storage providers) who process data on our behalf.

All third parties must demonstrate compliance with appropriate data protection safeguards.

We do not sell personal data to third parties.

8. Data Storage and Security

We take all reasonable measures to ensure data is stored securely. These include:

- Password-protected systems and restricted access.

- Secure digital storage with encryption where appropriate.
 - Secure disposal of paper records.
 - Regular staff training on data protection obligations.
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9. Data Retention

Personal data is retained only as long as necessary for the purpose collected. Typical retention periods include:

- Training records and certification data: up to 7 years, or in accordance with industry standards.
- Financial records: 6 years for accounting compliance.
- Employee records: for the duration of employment plus statutory retention periods.

After the retention period expires, data is securely deleted or destroyed.

10. Rights of Individuals

Individuals have the following rights under UK GDPR:

- Right to access their personal data.
- Right to correct inaccurate data.
- Right to request deletion (in certain circumstances).
- Right to restrict or object to processing.
- Right to data portability.
- Right to withdraw consent (where processing is based on consent).

Requests can be submitted to RS Training Services using the contact details below.

11. Data Breaches

RS Training Services maintains procedures for identifying, reporting, and managing personal data breaches. Where required, breaches will be reported to the Information

Commissioner's Office (ICO) within 72 hours and to affected individuals without undue delay.

12. Responsibilities

All staff handling personal data must:

- Follow this policy and related procedures.
- Ensure personal data is kept secure and confidential.
- Report any data breaches immediately.

The company's management is responsible for overseeing data protection compliance.

13. Contact Information

For questions or data requests, please contact:

RS Training Services

Email: ross@rstrainingservices.com

Phone: 07422 680200