



Translift Bendi Driver Training Ltd, 55 Padgets Lane, South Moons Moat Industrial Estate,
Redditch, Worcestershire, B98 0RD
Tel: 01527 523500 E-mail: bookings@bendi-flt.co.uk

GDPR and Privacy Policy

1. Introduction

Translift Bendi Driver Training Ltd (referred to as BDT in this document) of 55 Padgets Lane, South Moons Moat, Redditch, Worcestershire, B98 0RD, UK is committed to preserving your privacy. Please read the following policy to understand how we use and protect the information that you provide us with.

This GDPR privacy policy applies to our processing of personal data when you use our services, visit our website, or otherwise interact with us.

It is important for BDT to process and use your data only in accordance with the General Data Protection Act 2018. This is the UK's implementation of the General Data Protection Regulation (GDPR) or the Data Protection Act 1998, The Privacy and Electronic Communication regulations 2003, (collectively the "Data Protection Laws"), your expectations, and to be transparent with you in how we process and use your data.

This policy will explain what data is collected, why it is collected, how the collected data is used and your options and rights regarding the collection of your personal data.

2. Who we are

BDT, who were established in 1999, are a national training provider who provide training on all types of forklift trucks and material handling equipment throughout the UK and Europe.

BDT is monitored and accredited by the accrediting body AITT (Association of Industrial Truck Trainers). BDT works with customers providing training to their employees throughout the UK and Europe. BDT also provides training for individual members of the public.

3. What data we collect

In connection with the different ways, we may interact with you and the various services that we provide, we collect the following categories of data:

- Contact information - including company name, contact name, company addresses, company training addresses, company telephone number, mobile number and e-mail address.
- Candidate information – including full name, date of birth, employee number, course grades and results, signature on test paperwork.
- Instructor information – including full name, date of birth, course results, signature on test paperwork, address, contact telephone and mobile number, email address, copies of accredited training courses attended.
- Communication data between you and us – including email communication, records of telephone conversations, hard copy letters and written communication received.



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- Digital Information data collected when you visit our website or other digital platforms - including IP-addresses, information completed on our contact forms.

4. Where we collect your data from

Most of the data we have about you has been provided by you. BDT collects contact information from your company when we have been contacted by yourselves in relation to the services we provide. BDT collects candidate information from candidate on the course which forms part of their training record. BDT collects instructor information from the instructors on the courses which form part of their training record and application to AITT to become or renew being an accredited instructor. BDT collects communication data in the form that it has been sent to us. BDT collects the digital information via our website. BDT also collects data from employees regarding employment law and payroll.

5. Use of your information

- Communication – BDT use the information you have provided to ensure that we can supply the services you have requested. BDT may provide such information by electronic or other means.
 - Legal basis – BDT use such data to provide you with other information necessary to fulfil our legitimate interests, including to ensure that we process invoices, process training records and to contact you, where necessary, concerning any services you may place with BDT.
 - Disclosure – BDT disclose candidate and instructor information to AITT when registering accredited training. This information is added to the national training register to generate the ACORNS certificate number.
- Direct Marketing – BDT use the contact information to provide you with emails and calls from us about our services.
 - Legal basis – BDT use such data to keep you informed of any candidates being due for refresher and retest training, any special offers we have on the services BDT provide and to keep you informed of any changes within our company. You may at any time opt out of receiving such information.
 - Disclosure – BDT may process your data to enable them to send you relevant information to promote our services.
- Profiling – BDT use the information you have provided to ensure that BDT contact you when the delegates are due for HSE recommended refresher and retest training.
 - Legal basis – BDT carry out profiling to fulfil a legitimate interest, which is to customise our services for your benefit. You may at any time object to our use of your personal data for profiling purposes.
 - Disclosure – BDT will not disclose the profiles we have generated based on your data to any third parties other than your company.



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- Security – BDT may carry out video surveillance on premises and store data to prevent crime and ensure your safety.
 - Legal basis – BDT carry out video surveillance that is necessary to fulfil a legitimate interest which is to prevent crime and ensure your safety while you are on our premises.
 - Disclosure – BDT will not disclose video surveillance footage to third parties unless required by law or on request from authorities.

6. How long we store your data for

BDT will only store your data for as long as it is necessary to fulfil the purpose of processing your data.

BDT will store your contact information from the point of our service relationship and up to a period of 3 years after our service relationship has ended, if we believe this is necessary to handle potential complaints or claims. BDT may store your data longer if you wish for us to keep your data and you have consented to this.

BDT will store candidate and instructor information for a minimum period of 7 years after the completion of a course. This is necessary to handle evidence that a course has been completed and for any potential investigations required by law for evidence, complaints, or claims that adequate training has been provided. After this period, BDT will review with the company to which we provided the training for.

All other information and data store will be handled as required by applicable law.

7. International transfer of data

BDT do not transfer any data stored out of the UK.

8. Disclosure of your information

The information you provide to BDT will be held on our computers and may be accessed by companies who act for us for the purposes set out in this privacy policy or for other purposes approved by you. Those parties process information, fulfil and deliver orders, process credit card payments, provide accreditation services and provide support services on our behalf.

BDT pass all detailed candidate and instructor information onto our accrediting body AITT (Association of Industrial Truck Trainers) who hold this in accordance with any applicable law.

If BDT or part of it enters into a joint venture with, or is sold to, or merged with, another business entity, your information may be disclosed to our new business partners or owners.



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Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

9. Security

BDT take appropriate measures to ensure that any personal data is kept secure including security measures to prevent personal data from being accidentally lost, or used, or accessed in an unauthorised way. BDT limit access to your personal data to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

10. Training

BDT provide training to all employees who handle data to ensure that they are fully compliant with GDPR. This training is renewed on an 12-18 month basis or following any updates or changes to GDPR.

11. How you can access, rectify, or erase your data and file complains

Under the General Data Protection Regulation, you have a number of important rights. In summary, those include rights to:

- a. Access to your personal data and to certain other supplementary information that this privacy policy is already designed to address.
- b. Require us to correct any mistakes in your information which we hold.
- c. Require the erasure of personal data concerning you in certain situations.
- d. Receive the personal data concerning you which you have provided to us, in a structured, commonly used, and machine-readable format and have the right to transmit the data to third parties in certain situations.
- e. Object at any time to processing of personal data concerning you for direct marketing.
- f. Object in certain other situations to our continued processing of your personal data.
- g. Otherwise restrict our processing of your personal data in certain circumstances.
- h. Claim compensation for damages caused by our breach of any data protection laws.

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individual's rights under the General Data Protection Regulation.

If you would like to exercise any of those rights, please contact us via the details below in section 14.



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12. Cookies

BDT use cookies on the website to ensure functionality on the website, analyse website traffic and to see which areas of the website you have visited. Please read our cookie policy for more information.

13. Complaints

If you wish to make a complaint about how your personal data is being processed by Translift Bendi Driver Training Ltd, or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and Translift Bendi Driver Training Ltd.'s data protection representatives. Please see the relevant contact details below.

14. Translift Bendi Driver Training contact details

Our Data Controller is Robert Wade you can contact him by:

e-mail: Rob@Bendi-FLT.co.uk
In writing: Data Controller
Translift Bendi Driver Training Ltd.
55 Padgets Lane
South Moons Moat
Redditch
Worcestershire
B98 0RD

Supervisory authority contact details:	The Information Commissioner's Office Wycliffe House Water Lane Wilmslow SK9 5AF Tel: 0303 123 1113
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15. Changes to our privacy policy

Any changes to BDT's privacy policy in the future will be posted to our website and, where appropriate, through e-mail notification.



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Owner: Robert Wade

Date: 13/08/2018

Position: Managing Director

Signature:

A handwritten signature in black ink, appearing to be 'R Wade', written over a horizontal line.