



DATA PROTECTION POLICY

Fleet Planner Compliance Solutions Ltd respects your privacy and is determined to protect your personal data. The purpose of this privacy notice is to inform you when and why we collect your personal information, how we use it, the conditions under which we may share it with others, and how we keep it secure. We'll also tell you about your privacy rights and how data protection law protects you.

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1. WHO WE ARE AND IMPORTANT INFORMATION

What is the purpose of this privacy notice?

This privacy notice aims to give you information on how we collect and process your personal data through your use of this website, including any data you may provide through this website or when you purchase a product or service from us.

You must read this privacy notice together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

Data controller

Fleet Planner Compliance Solutions Ltd is the controller and responsible for your personal data (collectively referred to as "we", "us" or "our" in this privacy notice).

Fleet Planner Compliance Solutions Ltd is a company registered in England & Wales (registration number 09370655), with registered offices at The Old Rectory, Main Street, Glenfield, LE3 8DG.



We are registered with the Information Commissioner's Office under registration number ZB507782, and act as the data controller in the collection, storage, processing and protection of your personal information.

Third-party links outside of our control

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements.

When you leave our website, we encourage you to read the privacy notice of every website you visit.

2. THE PERSONAL DATA WE COLLECT ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified. You can find out more about personal data from the [Information Commissioners Office](#).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- **When you complete a contact form on the website or register to use our software**, we will collect: your name, telephone number, email address, company name, address, username, passwords and any other personal information you choose to supply via the contact form.

Additionally, you may provide multiple vehicle and driver related data, contact preferences and other similar information within the service, for this data we are the data processor and you, the client, are the data controller.

- **When you visit our website**, we will collect information about: your IP address, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform. Address of the webpage or source of the email message that directed you to the website.
- **When you purchase training for yourself or someone else**, we will collect: the candidates title, name, date and place of birth, gender, job title, home and work address, information about learning disability, telephone number, email address any other personal information you choose to supply to us.
- **When you purchase other services**, we will collect: your name, telephone number, email address, company name, address, and any other personal information you choose to supply to us.



If you fail to provide personal data

Where we need to collect your personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

3. HOW WE COLLECT YOUR PERSONAL DATA

We use different methods to collect data from and about you including through: You may give us your identity, contact and financial by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- Apply for or purchase our products or services;
- Create an account on our website;
- Subscribe to our service or publications;
- Request marketing to be sent to you.

4. HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- **Performance of Contract** this means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract. To notify you about changes to our service.
- **To provide you with information about other goods and services we offer that are similar to those that you have already purchased** or enquired about where you have given us permission to do so or where you have not indicated that you do not want us to use your data in this way
- **To provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you where you have given us permission to do so.** If you are an existing customer, we will only contact you by e-mail with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by telephone or email only if you have consented to this.



- **Legitimate Interest** this means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).
- **Comply with a legal or regulatory obligation** this means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Opting out

You can ask us or third parties to stop sending you marketing messages at any time by emails us on privacy@fleetplanner.co.uk

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of purchase of a product or service.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see [here](#).

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please us on privacy@fleetplanner.co.uk

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.



5. WHO WE SHARE YOUR PERSONAL DATA WITH

We will only share your personal data for the purposes outlined in this policy, or when we are legally required to do so, or when we have your explicit consent to do so. We may have to share your personal data with the parties set out below for the purposes set out in paragraph 4 above.

- External third-party providers that may be of interest to you offering a service which enhances our products and services but we will not share your data with third party providers without your consent.
- CILT (UK) Awarding Organisation when purchased the Certificate of Professional Competence for Transport Managers (Road Haulage) or any other relevant training
- Selected third parties supplying back office services.
- Professional advisers including lawyers, bankers, auditors and insurers based in the UK who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities based in the UK who require reporting of processing activities in certain circumstances.
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of supply and other agreements; or to protect the rights, property, or safety of our employees, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.
- We may also share your personal information to third parties for the purposes of the prevention or detection of crime or fraud.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6. INTERNATIONAL TRANSFERS

Any information you enter into our software, or information we enter on your behalf into our software, will be stored within systems located in the UK and therefore subject to applicable data protection laws.

Some of our external third parties are based outside the UK so their processing of your personal data will involve a transfer of data outside the UK. This includes telematics services (flepsi) with centres located in the EU.

Any information that you send to us which is not held within our software, for instance sent in emails to our support desk, may be stored by our third party provider on Amazon Web Services (AWS) in the United States East region. We have specific contracts in place with our third party



provider, approved for use in the UK, which give personal data the same protection it has in the UK.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password that enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

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 site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Whenever

we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by implementing safeguards.

Please email privacy@fleetplanner.co.uk if you would like further information on the specific mechanism used by us when transferring your personal data out of the UK.

7. DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

8. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. When we no longer need your data, it will be destroyed or erased.

- Transaction details (not including your credit card information) are held for up to 7 years.
- Details you supplied about contact persons in your organisation when purchasing or enquiring about our products and services are held for up to 7 years.
- Details you supplied where it was necessary for the performance of a contract to which you were a party are held for 12 months following the contract end date, unless otherwise informed in writing.



- Details you supplied when purchasing training are held for up to 5 years following completion of the training.
- Mailing list contact details will be held until you opt to stop receiving our marketing messages, or until we elect to stop sending such messages.

In some circumstances you can ask us to delete your data: see **Your legal rights** below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

9. **YOUR LEGAL RIGHTS**

Unless subject to an exemption under the data protection laws, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent was the lawful basis for processing your data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), where applicable i.e. where our processing is based on consent or is necessary for the performance of our contract with you or where we process your data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to our processing of personal data, where applicable i.e. where processing is based on our legitimate interests (or in performance of a task in the public interest/exercise of official authority); direct marketing or processing for the purposes of scientific/historical research and statistics).

If you wish to exercise any of the rights set out above, please email privacy@fleetplanner.co.uk

No fee required – with some exceptions

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable admin fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.



What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

10. CHANGES TO THIS NOTICE AND YOUR DUTY TO INFORM US OF CHANGES

We reserve the right to change this policy at any time.

Please keep us informed if your personal data changes during your relationship with us. It is important that the personal data we hold about you is accurate and current.

11. QUERIES, REQUESTS OR CONCERNS

The [Data Protection Act 2018](#) controls how your personal information is used by organisations, businesses or the government.

To exercise all relevant rights, queries or complaints in relation to this policy or any other data protection matter between you and us, please in the first instance email privacy@fleetplanner.co.uk.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](#) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England, UK.