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# Privacy notice

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## How we use your information

This privacy notice tells you what to expect when the TR Control Solutions (TRCS) collects personal information. It applies to information we collect about:

- [visitors to our websites](#);
- [complainants and other individuals in relation to a data protection or freedom of information complaint or enquiry](#);
- [people who use our services, eg who subscribe to our newsletter or request a publication from us](#); and
- [job applicants and our current and former employees](#).

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## Visitors to our websites

When someone visits:

[www.trcontrolsolutions.com](http://www.trcontrolsolutions.com)  
[www.trcontrolsolutions.co.uk](http://www.trcontrolsolutions.co.uk) (being retired)  
[ecodriver.co.uk](http://ecodriver.co.uk)  
[v2.ecodriver.net](http://v2.ecodriver.net)  
TRCS Pulse websites

we use third-party services, Google Analytics and also Yell, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google or Yell to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

## Use of cookies by the TRCS

You can read more about how we use cookies in our [Cookie Policy](#).

## E-newsletter

We use a third-party provider, Mailchimp, to deliver our e-newsletters. We gather statistics around email opening and clicks using industry standard technologies

including clear gifs to help us monitor and improve our e-newsletter. For more information, please see [Mailchimp's privacy notice](#).

## Websites and Blogs

The trcontrolsolutions.com website and blog was built and is hosted by Yell.Business.

We are in the process of moving the ecodriver.co.uk website to Yell.Business as well. Soon we will retire www.trcontrolsolutions.co.uk

For more information about how Yell.Business processes data, please see [Yell's privacy notice](#).

## TRCS Test Systems

From time to time, we need to construct test scenarios so that we may test that our applications ~~and websites~~ are working correctly especially for new functionality. Sometimes, we may do this by making a copy of the real-world data solely for the purposes of this testing. The real-world data will, of course, contain the limited personal information held by that system. It will be subject to the same data security as the real-world system. Once testing is complete, the test data will be disposed of securely.

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## People who email us

We use Transport Layer Security (TLS) to encrypt and protect email. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

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## People who make a complaint to us

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be

disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for **two years** from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

When we take enforcement action against someone, we may publish the identity of the defendant in our Annual Report or elsewhere. Usually we do not, identify any complainants unless the details have already been made public.

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## People who use TRCS marketing service

The TRCS offers a marketing service for those who wish to have information TRCS and its products and services.

We have to hold the details of the people who have requested the service in order to provide it. However, we only use these details to provide the service the person has requested and for other closely-related purposes. For example, we might use information about people who have requested a publication to carry out a survey to find out if they are happy with the level of service they received. When people do subscribe to our services, they can cancel their subscription at any time and are given an easy way of doing this.

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## Job applicants, current and former TRCS employees

TRCS is the data controller for the information you provide during the process unless otherwise stated. If you have any queries about the process or how we handle your information please contact us.

### What will we do with the information you provide to us?

All of the information you provide during the process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

## What information do we ask for, and why?

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

The information we ask for is used to assess your suitability for employment. You don't have to provide what we ask for but it might affect your application if you don't.

## Application stage

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to all of this information.

## Assessments

We might ask you to participate in assessment days; complete tests or occupational personality profile questionnaires; and/or to attend an interview – or a combination of these. Information will be generated by you and by us. For example, you might complete a written test or we might take interview notes. This information is held by TRCS but will be deleted once the recruitment process has been completed.

## Conditional offer

If we make a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their trustworthiness, integrity and reliability.

You will therefore be required to provide:

- Proof of your identity – you will be asked to attend our office with original documents, we will take copies.
- Proof of your qualifications – you will be asked to attend our office with original documents, we will take copies.
- We will contact your referees, using the details you provide in your application, directly to obtain references

If we make a final offer, we will also ask you for the following:

- Bank details – to process salary payments

- Emergency contact details – so we know who to contact in case you have an emergency at work

## How long is the information retained for?

If you are successful, the information you provide during the application process will be retained by us as part of your employee file for the duration of your employment plus 6 years following the end of your employment. This includes your fitness to work, records of any security checks and references.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be deleted at the closure of the campaign.

Information generated throughout the assessment process, for example interview notes, is deleted following the closure of the campaign.

## How we make decisions about recruitment?

Final recruitment decisions are made by hiring managers. All of the information gathered during the application process is taken into account.

You are able to ask about decisions made about your application by speaking to your contact within our management team.

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## Your rights

Under the Data Protection Act 1998, you have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

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## Complaints or queries

TRCS tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of TRCS's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, please contact us.

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## Access to personal information

TRCS tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to the TRCS for any personal information we may hold you need to put the request in writing to our address below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us.

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## Disclosure of personal information

In many circumstances we will not disclose personal data without consent. However when we investigate a complaint, for example, we will need to share personal information with the organisation concerned and with other relevant bodies.

You can also get further information on:

- agreements we have with other organisations for sharing information;
- circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics;
- our instructions to staff on how to collect, use and delete personal data; and
- how we check that the information we hold is accurate and up to date.

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## Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

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## Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 12 April 2018.

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## How to contact us

If you want to request information about our privacy policy you can email us or write to:

**TR Control Solutions Ltd**

Hersham Place Technology Park

Molesey Road

Hersham

Surrey

KT12 4RZ

United Kingdom