

FORS APPROVED TRAINING - PRIVACY NOTICE (VALID FROM 9 JANUARY 2022)

Transport consultancy Steer Davies & Gleave Ltd (Steer) has been appointed by Transport for London (TfL) to administer the FORS (Fleet Operator Recognition Scheme) FORS Approved training function as part of providing FORS Governance and Standards support. FORS is a voluntary accreditation scheme for fleet operators with the aim of improving the safety and efficiency of fleet operations and reducing its environmental impact.

The FORS Approved training function consists of:

- Assessing and processing applications from training providers wishing to have their own training FORS Approved;
- Supporting FORS Approved training providers during the period of their approval;
- Undertaking QA (Quality Assurance) Audits of training providers to ensure that FORS approved training is being delivered in accordance with the requirements set out at application stage.

For this purpose, TfL is the Data Controller and Steer is the Data Processor.

This Privacy Notice outlines how Steer will collect, store and process data provided as part of this role.

Data we need to collect and why

- **Training provider (company) details – contact name/organisation name, finance contact details, company address, email address and telephone number.** This information will be used to communicate with training providers regarding their application for FORS approved training, to process payment of the application fee, to liaise with them/provide support to them over the approval period, and to deal effectively with queries subsequent to the approval period. Relevant contact name/details and organisation name will be provided to the FORS Concessionaire so that FORS approved course information can be displayed on the training page of the FORS website.

The information will not be used in any other way.

Legal basis for using your data

Under data protection legislation, we are only allowed to use personal data if we have a proper reason or 'legal basis' to do so. We are collecting this information to enable TfL to fulfil its statutory and public functions, which are to undertake activities to promote and encourage safe, integrated, efficient and economic transport facilities and services, and to deliver the Mayor's Transport Strategy.

How long will we keep your data? Steer will only retain your personal data for as long as necessary to fulfil the purposes we collected it for (i.e. to enable us to process approvals applications at application stage, to support the training provider during the approval period and to help answer queries subsequently, and to ensure that training is being delivered in accordance with the application requirements during QA Audits with the training provider). Therefore, the training provider (company) details will be retained for the period of the contract with TfL (until 26 January 2027) at which point it will be deleted/transferred to the new FORS Governance and Standards provider appointed by TfL.

Where will your data be stored and processed? The data will be held securely within the European Economic Area (EEA) on Steer's IT infrastructure with suitable security in place to ensure that it is safe.

Who do we share your data with? We will not share your data with any third party, except where permitted under data protection legislation in relation to a request by government, regulatory or law enforcement agencies in connection with enquiries, proceedings or investigations by such parties or where compelled to do so. Where permitted, or unless to do so would prejudice the prevention or detection of a crime, we will direct any such request to you or notify you before responding.

Your rights

Under data protection legislation you have the right to ask for access to your personal data and where data is found to be inaccurate to have that data corrected.

In certain circumstances you have the right to have data held about you erased, or the use of it restricted. You may be able to object to processing.

You can do this, by contacting privacy@steergroup.com

You also have a right of complaint to the Information Commissioner's Office (ICO) at www.ico.org.uk if you think Steer has not dealt with your information in a proper manner.

Contact information

Name of data controller: TfL

Name of data processor: Steer Davies & Gleave Ltd (Steer). Steer is responsible for providing you with this privacy notice, and is a point of contact in relation to any questions or concerns you may have about your privacy, and in relation to any rights you may want to exercise as a data subject.

If you have any questions about your privacy and this notice, please contact privacy@steergroup.com quoting 'FORS Approved Training'.