

## Privacy Policy

- [Introduction](#)
- [How we use your information](#)
- [Your consent](#)
- [Cookies](#)
- [How we use cookies](#)
- [Links to other sites](#)
- [How you can control cookies](#)
- [Disclosure of information to third parties](#)
- [Data Protection Act marketing consent](#)
- [Amendment and retention of information](#)
- [Subject access requests](#)
- [Changes to our privacy policy](#)

### Introduction

A1 Road Skills Ltd ('we' 'us') means A1 Road Skills Ltd together with any entity in which A1 Road Skills Ltd directly or indirectly has at least a 50% shareholding. A1 Road Skills Ltd use a variety of brand and trading names including, but not limited to, A1 Road Skills Ltd, A1 Road Skills International and A1 CPC Training.

A1 Road Skills Ltd are committed to protecting your privacy. We comply with the principles of the Data Protection Act 1998 and aim to maintain best practice standards in our processing of personal and/or sensitive personal data.

[Back to top ↑](#)

### How we use your information

We use the information we receive from you, together with information we have obtained from or in connection with our dealings with you (including in relation to goods and/or services we provide to you and/or your use of those goods and/or services), to provide goods and/or services that you request, to communicate with you, and to personalise information sent to you. Examples of how we may personalise information include using your when we will be delivering certain products in your area.

We do not sell, trade, or rent your personal information to others for marketing purposes.

We store all the information you provide to us, including information provided via forms you complete on our website, and information which we may collect from your browsing. Our server, in common with nearly all web servers, logs each page that is downloaded from the site.

Any new information you provide to us may be used to update an existing record we hold for you. If you provide a work email address we will not be responsible for third parties having access to any communications we send.

To help us prevent fraud and money laundering, your details may be submitted to fraud prevention agencies and other organisations where your records may be searched.

When it comes to your privacy we never compromise. We will always be clear about why we need the details we ask for, and ensure your personal information is kept as secure as possible. How we do this is explained below.

Third parties may deliver some of our products to you, or provide all or part of the service requested by you. In these instances, while the information you provide will be disclosed to them, it will only be used for the administration of the service provided and to maintain management information for business analysis.

We may ask for your home, mobile phone number, and email address to enable us to contact you in relation to an enquiry you have made, to contact you about relevant products or services, to contact you if there is a problem with your order, or there is another reasonable reason for doing so.

We make outbound phone calls for a number of reasons relating to our many products, including fleet training, eco-driving training and theory workshops. We are fully committed to the regulations set out by Ofcom and follow strict processes to ensure we comply with them.

If you provide us with credit or debit card details in order to pay for a service or product, we will keep such details secure and ensure that the details are only used further with your consent and/or for the purposes of any appropriate refunds.

When you enter a contest or other promotional feature, we may ask for your name, address, phone numbers and email address so we can administer the contest and notify winners.

We may also use the information we collect to notify you by post, phone, mobile phone, email and SMS about new or existing services, products and special offers we think you'll find of interest.

We may use sensitive personal data collected in respect of one product to market another appropriate product to you.

Generally by providing the requested data you consent to us using that data for administrative purposes and for informing you of other products and services by letter, SMS, phone and/or email. We may also use the information we collect to occasionally notify you about important functionality changes to the website.

Each time you receive electronic marketing information or a message, you have the option to decline to receive further marketing information from us. This is known as an 'opt-out'. If you wish to exercise the opt-out for receiving marketing information about products and services from A1 Road Skills Ltd and its associated companies, please write to us.

If you have more than one address or email address please make sure to notify any changes to your preferences for each address or email address you have registered with us.

We may use your information (and contact details) for market research and analysis purposes in order to evaluate, assess and improve the products and services we provide, and to identify trends and popular products and services. This may include contacting you to take part in customer satisfaction and feedback surveys.

As required by the Data Protection Act 1998, we follow strict security procedures in the storage and disclosure of information you have given to us.

If we provide information to a third party (either a provider of a product or service, or an external data processing agency such as a mailing house) we will exercise the strictest control over the third party contractually, typically requiring it and any of its agents and/or suppliers to:

- maintain the security and confidentiality of the information and restrict access to those of its own employees
- use the data for the agreed purpose only and prevent it being used for any other purpose by any other party
- refrain from communicating with you other than concerning the product or service in question
- return the data to us at the conclusion of any contract term, and
- destroy or delete any copies made of all or any part of the information unless copies are needed to be kept to comply with applicable law or regulations

In addition, we will restrict the information disclosed to the absolute minimum necessary, for example, to provide the product or service.

Our own security procedures mean that we may occasionally have to request proof of identity or check your presence on the electoral roll.

In the event of phone calls from you, we also reserve the right to ask security questions (which we in our sole discretion deem appropriate) in order to satisfy ourselves that you are who you say you are.

If you contact us electronically we may collect your electronic identifier, e.g., Internet protocol (IP) address or phone number supplied by your service provider. This is to identify any repeat website visits, fraudulent behaviour or mystery shoppers using our websites.

[Back to top ↑](#)

## Your consent

Before you provide any data to us we will endeavour to make it clear why we need it. Sometimes we may need sensitive personal data (examples may be medical history or motoring convictions). When this is required we will obtain your consent first. Otherwise, by providing us with information, either orally or in writing, or by using our website, you consent to the collection, use and processing of the information we obtain from or about you as a result of our dealings with you (including any data we obtain from third parties) by A1 Road Skills Ltd to provide and send you information about goods and/or services we believe may be of interest to you.

A customer may properly give their spouses or partner's consent over the phone or via the website providing the customer confirms they have permission to do so. If the consent is written, the spouse must independently endorse such consent.

From time to time A1 Road Skills Ltd may use service providers and organisations outside the European Economic Area (EEA) for the purpose of processing services, system testing and maintenance. It is worth noting, however, that some non-EEA countries do not afford the same level of data security as the UK. By submitting your details you consent to this transfer. We will always use reasonable efforts to ensure sufficient protections are in place to safeguard your personal information as required by the Data Protection Act 1998.

Subsequent to your purchase of a product or service, we may enter into an arrangement for that product or service to be provided by a new third party. If this happens, the terms and conditions of your contract with us will provide that you consent to the transfer and processing of personal and/or

sensitive personal data to the new provider, subject to the requirements of the Data Protection Act 1998 and associated regulations.

[Back to top ↑](#)

## Cookies

From offers and promotions to sound and video, the aim of this website is to be interesting, helpful and informative. We're keen to find out what you like and dislike – your feedback plays a key role in helping us improve this site. We use many techniques to follow your use of the site and provide you with a customised experience. The main and best known technique is by using what are known as 'cookies'. What are cookies? Cookies are small data files that a website will put on your device. The data contained in the cookie can be retrieved by that website (or another website that can read the cookie) when you visit the relevant site. Cookies cannot affect your device, but they do collect information that can be used to enhance the site. For example, a cookie can remember the items that you have placed into your shopping basket, or it can ensure you get the offer you requested. Typically, these will be 'session' cookies, which expire as soon as you leave the site. Other cookies can tell us if you come back. These are 'persistent cookies', which expire after a period of time unless you delete them from your device. We use them to help customise the site and to do things such as display relevant advertising on the websites you visit based on your visit to our website. Some cookies enable sites to work, while others help us learn about what people are browsing for.

[Back to top ↑](#)

## How we use cookies

We use cookies to ensure you get the most from your visit. They improve your experience of the site because certain features work best with cookies. Feedback and information from the cookies can also help make the site better. By visiting and using this site, you agree to our use of cookies and other similar technologies.

Here are the main types of cookies and what they do:

### 1. Strictly necessary

In brief these cookies enable you to get the information or service you've asked for. They're essential – without them, some services may not work. For example, these cookies are used to enable you to use shopping baskets, which remember your choices as you navigate a site and enable you to buy.

### 2. Performance cookies

In brief these cookies collect information about the pages you visit, where you go most often and whether you see error messages. The information is only used to ensure our website works well. For example we may gather information to diagnose problems and issues. We then use it to make improvements and fix errors.

### 3. Functional cookies

In brief these cookies remember choices you've made to personalise the site. They may remember where you are so you can get tailored information, or remember changes you have made to help

you browse, such as increasing the text size. If you ask for services based on your location, we sometimes may store a cookie so that next time you visit you won't have to tell us again.

#### 4. Targeting or advertising cookies

In brief these cookies collect information about your browsing habits (including details of the websites you have visited) which is then used to ensure you receive advertising relevant to you. For example these cookies may be used by us (or third parties and advertising networks on our behalf) to serve advertisements relevant to you across the internet (including on other sites you visit) based on your interaction with our website and your browsing history.

[Back to top ↑](#)

### Links to other sites

We often link off to other sites to help provide you with extra information or services. For example, to make it easy for you to share information with your family and friends, we provide links to Twitter, Facebook and other popular social media or book-marking sites. But remember, these sites may use cookies that we do not control. So be sure to check how they use your information.

[Back to top ↑](#)

### How you can control cookies

You can restrict, remove or block cookies through your browser settings at any time. For more information about how to do this, and about cookies in general, you can visit [www.allaboutcookies.org](http://www.allaboutcookies.org) and [www.youronlinechoices.eu](http://www.youronlinechoices.eu). Certain cookies may be set as soon as you visit our website, but you can remove them using your browser settings. If cookies are disabled on your device you will still be able to use most of this site. However it may limit what you can do.

[Back to top ↑](#)

### Disclosure of information to third parties

As previously mentioned, we do not sell, trade or rent your information for marketing purposes, and will never disclose information about you (including information obtained from our dealings with you) to third parties, except:

- to fulfil your specific orders for a product or service or information in the event that third parties deliver the relevant product or service or information.
- where third parties administer part or all of the product or service;
- for pricing and testing purposes and to maintain management information for business analysis;
- where the third party provides services on our behalf; or
- where we provide products or services to you pursuant to or in connection with your relationship with a third party, in which case we may share information about you with the third party.

Additionally, we may of course be obliged at law to pass on your information to the police or any other statutory or regulatory authority and in some cases, exemptions may apply under the Data Protection Act 1998, whereby we can legitimately release personal data e.g., to prevent or detect crime or in connection with legal proceedings.

[Back to top ↑](#)

## Data Protection Act marketing consent

A1 Road Skills Ltd have adopted the following procedure in gaining your consent to be placed on their marketing lists. When you first make an enquiry of or buy a product from A1 Road Skills Ltd you consent to receiving marketing about other products and services from us. Your details may be placed on our company marketing list and a 'questionnaire' may be sent to you; it may be sent electronically. This questionnaire gives a list of all the products of the company, and the option of choosing which products you would or would not like to receive information about. You can also choose not to receive any marketing from us. Once you have chosen what you would like to receive we ask you to return the completed form back to us. The marketing selections will be administered where applicable.

[Back to top ↑](#)

## Amendment and retention of information

We are obliged and permitted by law and regulation to retain certain types of data for a minimum period of time. The minimum period of time tends to be for six years but can be longer if the statute or regulation requires. A1 Road Skills Ltd abide by a fair processing procedure.

[Back to top ↑](#)

## Subject access requests

You have a statutory right of access to personal and/or sensitive personal data that we hold about you. In order to exercise this right, your application must be in writing for security reasons. Please write A1 Road Skills Ltd, 34-36 Market Street, Haverfordwest, SA61 1NH.

Please refer to the information you wish to see giving dates if possible, and enclose a cheque for £10 payable to A1 Road Skills Ltd.

We will not administer Subject Access Requests by a third party unless accompanied by a written authority of the individual who is the subject of the request.

[Back to top ↑](#)

## Changes to our privacy policy

If we decide to change our privacy policy, we will update all relevant documentation and post any changes on our websites so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

We welcome your questions and comments about privacy. Please write to A1 Road Skills Ltd, 34-36 Market Street, Haverfordwest, SA61 1NH.

[Back to top ↑](#)

Click here for [printable version](#)