

Form Title: Privacy Policy
Form Ref: POL 030
Author: Role Training Ltd
Date: May 2026
Version: V1

Privacy Policy

Introduction

We are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal data in accordance with applicable data protection laws, including the UK GDPR and Data Protection Act 2018.

Who We Are

Role Training Ltd is the Data Controller responsible for your personal data. This means we determine how and why your personal data is processed.

Company Number: 11016247
NSAR No. RTAS0461

How We Collect Your Data

We collect personal data through:

- Direct contact (e.g. course bookings, enquiries)
- Employers or sponsors
- NSAR and Sentinel systems
- Course registration and assessment processes
- CCTV where applicable at training locations

Information We Collect

- Sentinel Scheme ID and NSAR registration details
- Competency, assessment, and training records
- Drug and Alcohol testing / Medical results (where applicable)
- Photographic ID verification records

How We Use Your Information

We use your data for the following purposes:

- To provide services and training
- To comply with legal and regulatory requirements (e.g. NSAR, Sentinel)
- To communicate with you regarding bookings, updates, or support
- To maintain records for auditing and compliance
- To improve our services and systems

Legal Basis for Processing

We process data under the following lawful bases:

- Contractual obligation – to deliver training and assessments
- Legal obligation – to meet rail industry and safety requirements
- Legitimate interests – for quality assurance, audits, and business improvement
- Consent – where required for optional communications

Data Sharing

We may share your data with:

- Regulatory bodies (e.g. NSAR, Network Rail, Sentinel Scheme)
- Third-party service providers supporting our systems
- Auditors or accreditation bodies
- We ensure all third parties handle your data securely and in line with legal requirements.
- We only share data that is necessary and proportionate for these purposes.

Form Title: Privacy Policy
Form Ref: POL 030
Author: Role Training Ltd
Date: May 2026
Version: V1

Data Retention

We retain personal data in line with legal and industry requirements, including:

- Training and assessment records: up to 6 years
- ID verification documents: retained only as required for compliance
- Sentinel/NSAR records: in line with scheme rules
- CCTV footage: typically retained for a limited period unless required for investigation

Data Security

We implement appropriate technical and organisational measures to protect your data against:

- Unauthorised access
- Loss or misuse
- Alteration or disclosure

Your Rights

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (where applicable)
- Restrict or object to processing
- Withdraw consent at any time

To exercise these rights, please contact us using the details below.

Contact Information

If you have any questions about this Privacy Policy or your data, please contact:

Role Training Ltd
Unit 3 James Yard,
480 Larkshall Road,
Highams Park
London
E4 9UA
training@rolegroup.co.uk
0203 865 2987

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you are unhappy with how your data is handled. **ICO Contact:** www.ico.org.uk **Helpline:** 0303 123 1113

Data Transfers

International Data Transfers - We do not routinely transfer personal data outside the UK. Where this is necessary, appropriate safeguards will be implemented in line with UK GDPR requirements.

Automated Decision-Making

We do not use automated decision-making or profiling in relation to your personal data.

Form Title: Privacy Policy
Form Ref: POL 030
Author: Role Training Ltd
Date: May 2026
Version: V1

Optional Contact / Marketing

Optional Communications - with your consent, we may contact you for:

- Feedback on services
- Case studies or testimonials

You can withdraw your consent at any time.

Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be communicated, and the latest version will always be available.

Signed: 

Role: Managing Director

Date: May 2026