

EU General Data Protection Regulation (GDPR)

Privacy Notice from Transport for London (TfL) relating to the use of personal data collected for the purpose of administrating FORS Professional training including course registration and close down procedures in connection with the Fleet Operator Recognition Scheme (FORS)

The following points outlined below relate to TfL's privacy notice presented at all FORS Professional training courses;

Transport for London (TfL) and its service providers are committed to protecting and respecting your privacy. This policy explains when and why TfL and its service providers collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Your personal data includes your contact details, your photographic image, driver licence details and payment details.

Any questions regarding this policy and TfL privacy practices should be sent by email to DPO@tfl.gov.uk or in writing to Transport for London, Privacy and Data Protection Team, 55 Broadway, London SW1H 0BD.

Frequently Asked Questions (FAQs)

What's your legal basis for handling my information?

Under privacy and data protection legislation, TfL (and its service providers) is only allowed to use personal information if we have a proper reason or 'legal basis' to do so.

In the case of TfL's roads and freight planning and compliance activities, this is in accordance with TfL's 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 do you collect information from me?

TfL (and its service providers) might collect data from you when you contact us, either on the telephone or via email, register for, or complete a training course, or through feedback forms and surveys after you attend training courses.

What type of information is collected from me?

Personal information about you will be collected and uploaded to a central reporting portal, including your first and last name, photographic image, email address, driving licence details and telephone number (if provided), age, gender and borough of residence). In addition, the date of the training that you received, and the type of training that you received, will be recorded.

Training data is shared electronically with the FORS driver passport system so that information about the courses that drivers have completed can be verified.

Who is responsible for processing my data?

- TfL is the Data Controller. This means TfL is responsible for determining the purpose for which, and manner in which, your personal data is processed. Information about how TfL handles personal information is available on the [privacy and cookies](#) pages on the TfL website.
- Future Thinking, an Independent Research Agency, is the Data Processor. Future Thinking collects your data on our behalf to enable TfL to monitor and analyse how effectively different courses are being delivered. Future Thinking's privacy statement is available at the following link: <https://futurethinking.com/privacy-policy>
- FORS is operated by AECOM Limited (Company Number 01846493) ("**AECOM**") on behalf of TfL. AECOM is also a Data Processor. AECOM's FORS Data Protection Policy, Privacy Statement and (2) Procedure for Responding to Personal Data Requests are available at <https://www.fors-online.org.uk/cms/privacy-statement/https://www.fors-online.org.uk/cms/privacy-statement/>

How is my information used?

TfL (and its service providers) will use your information to:

- Evaluate the training that you have received so that future improvements can be made based on your feedback.

NB: Participants will need to be told whether the data is used for any incentives / bonuses for the trainers

- Upload completed periodic training hours on the Government's Recording and Evidencing (R&E) database; you can find out more about how your data is used on that database at <https://www.gov.uk/government/publications/driving-standards-agency-privacy-policy/dsa-privacy-policy>
- We might provide you with other goods or services or seek your views or comments on the services we provide - if you agree
- Notify you of changes to our services
- For certain training courses, we would like to send follow up surveys to you after 3 months and 12 months to analyse the longer term impacts of the training you have received. You are able to "unsubscribe" or opt out from these at any time by writing to Future Thinking at 25 Lavington St, London SE1 0NZ, at which point your personal data will be anonymised and you will receive no further contact
- Send you communications which you have requested and that may be of interest to you.

How long do you keep my information?

TfL (and its service providers) review our retention periods for personal information on a regular basis. We are legally required to hold some types of information, for example data about your periodic training, to fulfil our statutory obligations for up to six years.

In relation to follow up surveys from Future Thinking - after three months of inactivity, your user account will be archived and no longer accessible. After 12 months of inactivity, your user account will be deleted. This will ensure Future Thinking is not holding out of date or incorrect information about you and that access to your information is restricted.

Any personal information that you provide will be automatically anonymised after the required time period it needs to be held, which means you can no longer be identified through it. Please note, that information about the training you attended will not be removed.

Who do you share my information with?

Your information will be shared with JAUPT for them to monitor and manage approved centres and the training uploaded to the DVSA system, and where necessary shared with member state authorities to confirm Driver CPC entitlement abroad.

In addition your data (in particular your training records) may be shared with departments within TfL that are responsible for roads, driver and vehicle compliance and Work Related Road Risk Requirements (WRRR) as well as FORS.

In addition your data may be accessed by Future Thinking. Future thinking is an independent Market Research company responsible for the development and maintenance of the online portal. Your information can be accessed by the trainers who have uploaded the data, researchers at Future Thinking and administrators at TfL.

How do you keep my information secure?

TfL (and its service providers) take the privacy of our customers very seriously, and a range of robust policies, processes and technical measures are in place to control and safeguard access to, and use of, personal information. This includes payment card data which is handled in accordance with the Payment Card Industry Data Security Standard ('PCI DSS'). Anyone with access to personal information held in TfL's systems is required to complete TfL's privacy and data protection training on an annual basis. TfL also publishes guidance on the steps you can also take to protect your personal information.

What are my information rights?

To request a copy of the information held by TfL about you, please see our [access your data](#) page on how to do this.

You also have a number of other information rights which include:

- The right to question any information TfL has about you that you think is wrong or incomplete
- The right to object to how TfL uses your data or to ask TfL to delete or restrict how TfL uses it
- The right to complain to TfL's Data Protection Officer
- The right to complain to the regulator – the [Information Commissioner's Office](#)

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Find out more about your information rights and how to exercise them from the TfL website.