

Stobart Rail & Civils Privacy Policy Statement

Stobart Rail & Civils have in place administrative, electronic and physical security measures to ensure that the information you provide to us is protected from access by unauthorised persons and protected against unlawful processing, accidental loss, destruction or damage in accordance with the Data Protection Act 2018.

We may collect and process the following data:

- Information you provide to us by completing forms on our website
- Information contained within completed Complaints and Feedback Forms
- Information you have provided to our staff directly or via letter or email
- Information obtained via social media interaction

All customer information will be treated in a manner that ensures confidentiality is protected. Personal details or details of information provided will not be divulged to third parties except with the written consent of the complainant. Exceptions to this are where it is necessary for us to fulfil our obligations to other organisations carrying out their statutory duties i.e. the Police, where we may have to disclose some or all of such information.

Where practical we will coordinate a single response to your complaint where it involves other license holders, where the bulk of your complaint is with another licence holder we will make arrangements for the complaint to be passed directly to them within 5 working days, but will inform you when this transfer has taken place.

The Office of Rail and Road (ORR) may wish to contact a complainant to conduct research and learn of their experiences. We provide an option to opt out from being contacted on our complaint forms/website if you do not wish to be contacted.

Signed:



A. Richardson

Operations Director

Date: July 2018