



Transportation Safety
Healthcare Waste Management
Dangerous Goods Safety Advisors

ISSL Privacy Notice

This Privacy Notice explains in detail the types of personal data ISSL may collect about you when you interact with us. It also explains how we'll store and handle that data, and keep it safe.

The law on data processing sets out a number of reasons for which a company may collect and process data. In certain circumstances we need to collect personal data to deliver or contractual obligations, however this does not materially impact your rights, freedom or interests.

When you contact us by telephone, email, in person, or complete the enquiries form on our website we will record contact details such as name, place of work, preferred work contact number and email address and the nature of the consultancy requested. We do this so that we can produce quotations, conduct site visits and audits, carry out training and send reports and certificates to you. We will store this information on a computer and on servers managed by our Cloud Provider. We class this processing of your data as our legitimate interest.

We will keep a record of training courses attended in order to meet regulatory requirements, to issue and re-issue certificates when requested and where contracted, remind you to attend refresher training.

You can ask us at any time exactly what information we hold about you and we will respond to you within 28 days.

We do not pass your information to any third parties and do not use it for direct marketing. We keep your information to allow us to deliver the services requested by you. If you change role, then your information will be replaced by any updated contact details supplied to us.

Data and information security is very important to us at ISSL and we take the utmost care to ensure that our buildings are secure and computers are all password protected.

If you feel that your data has not been handled correctly or are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioners Office. You can contact them on 0303 123 1113 or online at www.ico.org.uk/concerns.