

Rail Delivery Group - Prize draw entrant's privacy notice

Who we are

The Rail Delivery Group (RDG) brings together the companies that run Britain's railway into a single team with one goal - to deliver a better railway for you and your community. RDG uses SurveyMonkey as our internet survey tool for customer surveys. ATOC Ltd is the name of our legal entity and the data controller for all the personal data that you provide. ATOC Ltd.'s address is 200 Aldersgate Street, London EC1A 4HD.

The purpose of this policy is to make you aware of how we will manage and use your personal data if you choose to take part in our prize draws.

Our lawful basis for collecting your data

Our lawful basis of processing your personal data is consent, and we only collect personal data from you if you choose to enter any of our prize draws.

We will treat your data in an appropriate and lawful manner, in accordance with data protection laws.

What data we collect

If you choose to enter a prize draw, we collect your email address, your first name, and your region as part of the survey. All personally identifiable data is anonymised 30 days after the prize draw has been completed.

Sharing information with other data processors

Our data processing partner is SurveyMonkey who host and store data for our prize draws on behalf of the Rail Delivery Group

Keeping it safe

We protect your privacy by ensuring we have the appropriate security measures in place. We ensure that our suppliers process your data in an appropriate, lawful and safe manner.

Prize draw entries are processed by SurveyMonkey who are based in the United States but operate under an approved EU framework. In addition, the Rail Delivery Group and SurveyMonkey operates under a Data Protection Agreement which is bound by the Irish Data Protection Act 2018.

What we do with your data

The results of the prize draw will be exported by the Rail Delivery Group from SurveyMonkey, our data processor, and the winner(s) randomly selected. The RDG Marketing team will use the email address to contact the winner(s) of the prize draw with the good news.

Disclosure

The prize draw winner(s) first name(s) and region will be made available after the closing date to those sending an email to marketing@raildeliverygroup.com with the subject line of the survey title.

These details will only be used for the purpose of the prize draw and will only be available for 30 days after the prize draw has been completed.

Storage and retention

The data we collect will be kept securely on the SurveyMonkey servers while the prize draw is live. After 30 days of the prize draw closing, all personal data associated with the prize draw will be deleted from SurveyMonkey and RDG internal systems

Subject access request

You have the right to request that we give you a copy of the data we hold about you. This is a 'Subject Access Request'. You can contact us to request your information at: mypersonaldata@raildeliverygroup.com. We must verify your identity before any information can be changed, restricted, removed, or released to you.

Right to deletion

You have the right to request that we delete any data that we hold on you. If you wish to request that we delete data that we hold on you, you can contact us at: mypersonaldata@raildeliverygroup.com. We may not always accede to your request, for legitimate reasons.

Right to restrict processing

You have the right to request that we restrict processing of your information:

if you believe the information that we hold is incorrect, or

if you can show that our processing is unlawful, or

if you want us to stop processing your data but you do not want us to erase it (for example, you may wish us to hold it for legal reasons, to defend a legal claim).

You can contact us at: mypersonaldata@raildeliverygroup.com

Right to rectification

If your details are incorrect, incomplete or have changed, you can contact us to request that we update your information at: mypersonaldata@raildeliverygroup.com

Right to complain

You have the right to complain about our processing to the Information Commissioner if you believe we are not processing your data in a proper manner.

<https://ico.org.uk/concerns/handling/>