

Training

Policies and Procedures

| CONTENTS | Page |
|---|-------------|
| Introduction | 1 |
| Health and Safety | 1 |
| Accident Procedure | 2 |
| Equality and Diversity Policy | 2 |
| Safeguarding Policy | 2 |
| Complaints and Appeals | 3 |
| Conflict of Interest | 4 |
| Data Protection | 4 |
| Malpractice and Maladministration | 4 |
| Recognition of Prior Learning | 5 |
| Substance Misuse | 5 |
| | |
| APPENDIX | |
| I Health and Safety Policy Statement | 7 |
| II Accident/Incident Report Form | 9 |
| III Privacy Policy | 11 |

INTRODUCTION

Sastak 7Y Ltd (hereinafter referred to as Sastak 7Y or the Company) is an accredited training provider with LANTRA Awards and also provides training certificated by a number of other awarding bodies including BASIS, City & Guilds, NPTC, CIEH, IPAF, PASMA and RAU (Royal Agricultural University) as well as in house certification. A wide range of courses are provided for external customers and administered by the Sastak 7Y Training Team.

This Policy and Procedures document has been prepared to inform those delivering the training (Trainers) and those attending the training (Candidates) of the standards expected by the Company to ensure compliance with relevant legislation and common practice. For LANTRA training it should be read in conjunction with the LANTRA Policy Guidance which will already be familiar to LANTRA Accredited Trainers.

HEALTH AND SAFETY

Sastak 7Y places great importance on health and safety matters. The Company undertakes to conduct its operations in such a way as to ensure the health and safety of anyone who may be affected by its operations. We endeavour to create a safe and healthy environment in which trainers and candidates are aware of the importance of health and safety. We encourage all to participate in health and safety matters and to have regard to the welfare of themselves and others. We require all our trainers and candidates to comply with their obligation to act in a safe manner and to fully co-operate with the Company in matters of health and safety and welfare. Overall developing and maintaining an excellent health and safety culture is paramount.

The Company's Health and Safety Policy (refer to Appendix 1). Health and safety is dealt with fully in the Health and Safety Manual. A copy of the Company's Health & Safety Manual containing regulations, policies and procedures is available at Sastak, Craven Arms Office.

Trainers' and Candidates' Responsibilities

The Company recognises that the co-operation of trainers and candidates is vital to the success of a safe training environment. It is the duty of both to be aware of, and conform to Health and Safety Policy, and to exercise personal responsibility to do everything possible to prevent injury to themselves, their fellow workers and any others who may be affected. They must also wear any required safety equipment and use all appropriate safety devices.

Trainers and candidates are required to:

- a) observe all safety rules and Health and Safety Acts, Regulations and Codes of Practice;
- b) wear any appropriate personal protective equipment and take good care of it;
- c) use any guards and safety devices and to immediately report any defect. Do not interfere with any guard or device without proper cause;
- d) observe all instructions which they are given relating to health and safety;
- e) co-operate with the investigation of accidents and dangerous occurrences;
- f) report to the Training Co-ordinator any accident or damage to plant, equipment or property, irrespective of whether persons are injured or not;
- g) report any occurrence which might have led (ie near miss) to an injury or damage to plant, equipment or property;
- h) trainers to undertake a written risk assessment prior to the commencement of training, which is to be updated if appropriate during the duration of the course, and to ensure all trainees are fully aware of the content and signed the document, including a personal contact telephone number;
- i) suggest any health or safety improvements to the Training Co-ordinator;
- j) ensure that they do not do anything that may endanger themselves or others.

ACCIDENT PROCEDURE

Safe systems and safe methods of work must form an integral part of the delivery of both training and assessments. In the event of an accident or incident occurring, however minor, during training or assessment this must be reported to Sastak 7Y. This includes those involving personal injury or damage to equipment or property. Trainers are requested to note:

- Any accident or incident must be reported by the Trainer to the Training Co-ordinator on the day by phone or email.
- The Trainer is requested to complete an Accident/Incident Report Form and submit to the Training Co-ordinator within 2 days by post or email (Refer to Appendix II).
- If the accident is reportable under RIDDOR the Training Co-ordinator will inform the relevant employer. It is the employer's responsibility, or if self-employed own responsibility, to report the accident to the Health and Safety Executive.
- It is helpful for the Trainer to take any relevant and appropriate photographs to show the accident/incident scene and/or equipment, and to submit these with the Report Form.
- The Training Co-ordinator will pass all accident and incident reports immediately to Company Health and Safety Officer and if relevant the accrediting body (eg LANTRA).
- Sastak 7Y will review all Accident and Incident Report Forms, along with accompanying documentation and photographs and take appropriate action in accordance with legal requirements, company policy and policies of accrediting bodies.

EQUALITY AND DIVERSITY POLICY

Sastak 7Y is committed to equal opportunity and celebrates diversity and makes every effort to ensure that its products and training services do not directly or indirectly discriminate against any individual or group.

The Equality Act 2010 seeks to tackle discrimination in respect of 'protected characteristics'. These in relation to training provision are age, disability, gender, race, religion or belief, their sex, sexual orientation, pregnancy and maternity. Direct discrimination arises where a person is treated less favourably than another person because of a protected characteristic. Indirect discrimination arises where something is applied in the same way for everyone which then has the effect of putting persons with a protected characteristic at an advantage.

In the implementation of this policy, Sastak 7Y, takes account of key current legislation relating to equality and diversity. At the time of booking training Sastak 7Y does request the client or candidate to make known any relevant information either to the company or directly to the trainer prior to the start of the training, so that reasonable adjustment can be made if required. However, when advanced information is essential to obtain prior approval for reasonable adjustment this will be clear on the course confirmation. Sastak 7Y will take reasonable adjustments for training or assessment in accordance with LANTRA requirements and inform LANTRA using the appropriate form.

The Company will take positive action if there is any evidence that this policy is not fully effective. Therefore, all trainers and trainees are encouraged to report any information that they believe is relevant, as appropriate. This may be to the trainer, or Training Co-ordinator, but if neither are appropriate under the specific circumstances this may be to the Sastak Company Chairman, David Mills.

SAFEGUARDING POLICY

The welfare of young people and vulnerable adults is paramount. This policy is designed to protect young people under the age of 18 and vulnerable adults of any age from any form of unacceptable behaviour including sexual misbehaviour, physical acts, inappropriate remarks, suggestive gestures, pictures, or other forms of abuse such as physical violence or bullying.

As a training provider Sastak 7Y will obtain parental/carer/guardian consent in writing (including email) for any young person or vulnerable adult to be in attendance on a training course. The parent/carer/guardian will be fully aware of the content of the course and confirmed suitability of the individual concerned to be in attendance.

Trainers are requested to:

- Take all reasonable steps to ensure the health, safety and welfare of any young person or vulnerable adult on a course.
- Ensure that the activities that they direct are appropriate to the candidate's age, maturity and ability.

- Consistently display high standards of personal behaviour and appearance, remembering that young people regard adults as role models. Behaviour, language, gestures etc must be appropriate and above reproach.
- Avoid spending any time alone with young people or vulnerable adults.
- Not make any unnecessary physical contact with young people or vulnerable adults. If you should accidentally hurt or cause any distress to a young person or vulnerable adult to report this immediately to the Training Co-ordinator.
- Record any allegations and report these immediately to the Training Co-ordinator.
- Any allegations can be escalated to appropriate external services as deemed fit for the circumstances, as it is legally and morally obliged to report.

COMPLAINTS AND APPEALS PROCEDURE

Sastak 7Y endeavours to provide training and assessment to the highest of standards. However, if either a candidate or trainer feels that this standard has not been met they are welcome to provide appropriate information in writing to the Training Co-ordinator no later than 10 days after the course has ended. This may be placed on the evaluation form which candidates are requested to complete at the end of the training course, or separately by post or email. This could include the administration of the course by the training provider (Sastak 7Y), suitability of the venue, content of the course materials, the delivery of the course by the trainer, the outcome of an assessment, or any other aspect relating to the training and assessment.

If the complaint is of an internal nature, then the correspondence will be immediately copied to the relevant parties for comment and appropriate action taken to resolve the matter. It is hoped such action will improve service and standards. Where the complaint relates to matters outside the direct control of Sastak 7Y, such as the quality of course materials produced by an awarding body, independent assessment and delivery of training by an accredited trainer then Sastak 7Y will direct the concern to the appropriate body eg LANTRA or NPTC, for investigation in accordance with their policies and procedures.

If appropriate complaints may also be made directly to an awarding body eg LANTRA – the Quality and Standards Manager, LANTRA, Lantra House, Stoneleigh Park, Coventry, Warks CV8 2LG or emailed to awards@lantra-awards.co.uk. LANTRA will make every effort to resolve the complaint quickly and will make an initial response within 5 working days. A written response will be given to all written complaints (letter or email) within 10 working days from the receipt of the complaint.

There is no fee associated with submitting a complaint.

The Appeals Procedure applies to any qualification or training course where there is the power to change a decision, for example:-

- The outcome of an integrated training assessment, or independent assessment.
- Decisions regarding reasonable adjustments and special considerations.
- Decisions relating to any action to be taken against a candidate following an investigation into malpractice and/or maladministration.

Candidates should only appeal to the awarding body eg NPTC or LANTRA if the internal appeals process of Sastak 7Y has been exhausted. However, if the appeal relates to the result of assessment by an awarding body, then the appeal can be made directly. Appeals must be made in writing to Sastak 7Y or if appropriate directly to the awarding body within 3 calendar months of the date of the event that the appeal relates to eg. date of course or assessment.

Following receipt of an appeal accompanied by any supporting documentation, all information will be reviewed. Other parties may be contacted, if appropriate, to obtain their comments. All effort will be taken to resolve the appeal as quickly as possible and acknowledgement of receipt with initial response will be made within 5 working days. A written response to an appeal of an internal nature will be made within a further 10 working days. All other appeals will be handled in accordance with the Appeals Procedure of the awarding body.

Where an appeal is against the outcome of assessment there is a cost of £50 per candidate appealing to cover administration and re-marking costs, however, if the appeal is upheld this fee will be reimbursed.

CONFLICT OF INTEREST

Introduction and Definition

A situation that has the potential to undermine the impartiality of a person because of the possibility of a clash between the person's self-interest and professional interest or public interest. The presence of a conflict of interest is independent of the occurrence of impropriety. Therefore, a conflict of interest can be discovered and voluntarily defused before any corruption occurs. A conflict of interest exists if the circumstances are reasonably believed (on the basis of past experience and objective evidence) to create a risk that a decision *may* be unduly influenced by other, secondary interests, and not on whether a particular individual is actually influenced by a secondary interest.

This Conflict of Interest Statement is put in place to ensure personal gain is not sought or achieved by candidates, trainers, assessors or training co-ordinators.

Potential Situations

In the context of training and assessing candidates a biased outcome may arise when there is either a personal relationship with the parties involved and/or bribery in any form – money, gifts or gifts in kind.

Code of Conduct

All information will be handled by Sastak 7Y in accordance with the Data Protection Act and its Privacy Policy. All parties involved are expected to behave with integrity and shall not partake in activities which will bring themselves or Sastak 7Y into disrepute.

No money, gifts or gifts in kind may be accepted by any of those involved either during training or assessment, or any time prior to or after.

If any trainer, candidate or assessor is in a position where they think there may be a conflict of interest in respect of training or assessment they must disclose this information to the Training Co-ordinator.

Action to be Taken

If the Training Co-ordinator is aware of or informed of a conflict of interest prior to training or assessment, action will be taken to rectify the situation, eg, change of trainer/assessor.

If the Training Co-ordinator is aware of or informed of a conflict of interest at the time of training or assessment, or at an earlier/later date, immediate and appropriate action will be taken. This may involve contacting the parties involved, the candidates employer and the awarding body of the qualification or certification.

In the event of the Training Co-ordinator being directly involved the matter will be addressed by their Manager and Company Chairman, in accordance with employee procedures.

DATA PROTECTION

Sastak 7Y is registered under the Data Protection Act (1998) with the Information Commissioner's Office – Registration Number: ZA128612. The focus of the Act is on protecting personal data, which is information from which an individual can be identified. This includes data that is stored as hard copies and/or on computer systems, including emails. The Company has developed a Privacy Policy to ensure compliance with the Act (refer to Appendix III).

MALPRACTICE/MALADMINISTRATION

Malpractice may be defined as deliberate wrong doing or misconduct. Maladministration may be defined as inefficient, bad or dishonest management or administration. This may or may not be deliberate. The two can overlap. The following list is not exhaustive, but is intended to give examples of malpractice and maladministration within the context of training, assessment and certification:

Candidates

- Falsifying records
- Pretending to be someone else
- Failing to disclose a medical condition which might jeopardise the safety of themselves or others
- Selling, lending or otherwise misusing certificates and/or skills identity cards
- Cheating during assessment

Trainers

- Giving deliberately misleading information
- Failing to carry out assessments as required for the qualification concerned
- Breach of confidentiality of assessment materials (including loss or theft)

- Copying test papers without authorisation
- Failing to carry out adequate internal quality assurance procedures
- Submitting false claims for certification or skills identity cards
- Failing to co-operate with anyone carrying out quality assurance checks
- Misusing logos or course materials
- Failing to act in accordance with the condition of approval as a trainer or assessor

Trainers are requested to report any cases of suspected malpractice and/or maladministration to the Training Co-ordinator without delay. Full investigation will then take place in accordance with the LANTRA Malpractice/Maladministration Process (copy available on request). This process will be completed within 17 working days. Those involved in the malpractice and/or maladministration may appeal against the outcome or any sanction(s) imposed.

RECOGNITION OF PRIOR LEARNING

The recognition of prior learning is the process which makes use of the evidence of a candidate's previous certificated achievements to demonstrate competence and qualification. This will also identify an individual's previous learning where formal recognition has not been achieved, for example with experience during previous education and training, work duties or personal activities (eg domestic use/voluntary work).

It is the responsibility of the Training Co-ordinator to assess with the individual candidate or the employer of the candidate to request relevant information to identify previous certification or experience relevant only to the training being requested. This will ensure the pre-requisites for any training course are met and that the candidate is suitable for the training requirement. The individual or their employer should readily provide and not withhold any relevant information to ensure training is relevant and appropriate.

If training records are limited the Training Co-ordinator may ask for the candidate or employer to check previous certification and training records, if necessary with the awarding body.

SUBSTANCE MISUSE

Introduction

Sastak is committed to providing a safe, healthy, productive and supportive working environment. This policy sets out how the Company aims to protect and maintain the health, safety, welfare of its employees and other people in relation to substance related harm. The Company will ensure it complies with its legal obligations under the Health & Safety at Work Act 1974 and employees are reminded that under Section 7 of this legislation they have a personal responsibility for maintaining a safe and healthy working environment by taking care of themselves.

Definitions

Drugs – for the purpose of this policy a drug is defined as any substance other than alcohol that produces a physical, mental, emotional or behavioural change in the user. This may include:-

- prescription drugs that when taken as directed may produce such a change;
- where the drug is being used by an individual other than the one for whom the prescription has been made;
- when the drug is not being taken as directed by a Doctor;
- recreational drugs including legal highs.

Alcohol - it can be difficult to tell the difference between social drinking, moderate drinking and alcohol abuse, but the alcohol abuse definition comes down to one key point: is drinking causing problems in the person's life? Signs that fit within the alcohol abuse definition include:-

- Repeatedly neglecting responsibilities due to drinking or hangover affects
- Using alcohol in ways that are dangerous, for example, drinking and driving
- Having repeated legal or financial trouble as a result of drinking
- Continuing to drink in spite of its negative effects on relationships, work or other priorities
- Drinking as a way to relax or de-stress
- Drinking as a way to feel good, or simply not feel bad

Substance Misuse - drinking alcohol, taking drugs or another chemical substance either continuously or intermittently which affects an individual's health, work capability, conduct or affects the work performance and the welfare of themselves or others.

Persons Involved – Directors, employees, learners, instructors, assessors and any other individual involved in the delivery of training and assessment.

Aims and Objectives

Aims - The Policy is intended to promote a greater awareness of the impact that alcohol and drugs can have in the workplace and to ensure that the Company continues to safeguard the health and safety of employees and others.

Objectives –

- To ensure compliance with appropriate legislation.
- Minimise the risks associated with alcohol and drugs in the workplace.
- Raise awareness of all persons involved of the risks and potential harm associated with alcohol and drug misuse.
- To set clear rules regarding alcohol and drugs in the workplace.
- To create an environment that encourages those facing problems with alcohol or drugs to seek help.
- To provide support, encouragement and assistance for employees experiencing alcohol and/or drug related problems.
- To provide a framework to enable instances of alcohol and or drug misuse by employees to be handled in an appropriate, fair and consistent manner.

Responsibilities

All line managers have responsibility for monitoring health and safety in the workplace and for the application of this policy. Line managers should be familiar with the content of this policy and understand the implications of not tackling cases of drug and alcohol misuse, especially where safety is an issue.

Individual employees, learners, trainers and assessors have a responsibility for their own health and safety in the workplace and should be aware of this policy.

Expectations

All persons involved will report for work or training and remain throughout their time at work or on a training course, in a fit and safe condition to undertake their duties and ensure that their performance and their judgement are not impaired by the effects of either drugs and/or alcohol. This includes ensuring that there has been sufficient time for alcohol/drugs consumed prior to attending work or training (e.g. the previous evening) to not affect safety or performance.

Where prescribed medicine may have an impact your line manager, trainer or assessor must be made aware so a risk assessment can take place and, if necessary, reasonable adjustments made.

This policy does not set specific maximum limits for breath, urine or blood alcohol levels. However, managers of employees, trainers and assessors are expected as their duty of care to identify those whose performance may be impaired by alcohol or drugs and take prompt action, bearing in mind the potential seriousness of impaired judgement / performance. As a guide, staff should make themselves aware of statutory national limits, such as those defined by the Road Traffic Act 1988 (sections 4, 5 & 11(2)).

Implementation

Where it is suspected that an employee has consumed alcohol or used drugs in a way that might have affected their conduct or performance at work advice should be sought from the Company Chairman or the Company Secretary. Where an individual is no longer able to discharge their duties safely and/or effectively, a manager should address the issue with the member of staff promptly and may initiate an investigation in accordance with the Company's Disciplinary Policy. It may be appropriate at this point for the employee to be removed from their place of work to remove them from any potential risks.

Where it is suspected that a learner, trainer or assessor has consumed alcohol or used drugs in a way that might have affected their conduct or performance advice should be sought immediately from the Training Co-ordinator. Where an individual is no longer able to discharge their duties safely and/or effectively, the Training Co-ordinator should address the issue with the person and may report the matter to their employer and/or accredited body (eg, LANTRA, City and Guilds, BASIS etc). It may be appropriate at this point for the person to be removed from their training course or assessment to remove them from any potential risks.



APPENDIX I

HEALTH & SAFETY POLICY

1. It is the policy of the Sastak Group to seek to provide a safe and healthy working environment, to encourage safe working practices, and to enlist the active support of all personnel employed within the building in achieving these ends.
2. The Sastak Group will:
 - (a) Safeguard the health, safety and welfare of employees and those whose base of works are within the building.
 - (b) Bring to the notice of all workers on site, the safety policies of the Sastak Group and arrangement made for their health and safety at work.
 - (c) Provide the necessary information for safe working practices and the need to work safely.
 - (d) Have regard for health and safety of those not employed by the Sastak Group, but who may be affected by the Sastak Group's operations.
3. The Directors are responsible for instigating, monitoring, and reporting on safety arrangements.
4. The Sastak Group expects every employee, and tenant, to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions; to cooperate with management in achieving safe working conditions, and in complying with all relevant statutory provisions relating to health and safety at work.
5. It is the responsibility of every employee and tenant to ensure the health and safety of themselves and others by:
 - (a) Making themselves familiar with the Health & Safety Manual.
 - (b) Wearing and using safety clothing and equipment provided.
 - (c) Conforming to both verbal and written instructions concerning health and safety.
 - (d) Reporting all accidents, whether persons are injured or not.
 - (e) Reporting all hazards, potential hazards, near misses or persons creating hazards.
 - (f) Co-operating with the Sastak Group, in seeing that regulations are observed, and where possible, making suggestions for their improvement.
6. The Sastak Group accepts the responsibility, where appropriate, for ensuring that all fire precautionary measures are taken within the premises for the maintenance of free access to emergency escape routes.
7. The Sastak Group accepts responsibility for the control of contractors working on its behalf, and for the safety of other persons who come into direct contact with the Sastak Group's operations.
8. The Sastak Group also accepts responsibility for contractors and visitors whilst on the business premises.

Approved by _____ Date _____



Servicing the Rural Sector

Appendix II

Accident/incident report form

All accidents/incidents must be reported to Sastak 7Y whether they result in personal injury or not, using this form.

| | |
|---|----------------------------------|
| Title of training course/qualification | LANTRA HO Number (if applicable) |
| | |
| Date(s) of course | Location of course |
| | |
| Date and time of accident or incident | Location of accident or incident |
| | |
| Instructor | Training Provider |
| Name: | Name: |
| Address: | Address: |
| | |
| Tel No: | Tel No: |
| Injured person | Employer |
| Name: | Name: |
| Address: | Address: |
| | |
| Tel No: | Tel No: |
| About the accident or incident – what happened | |
| Say how the accident or incident happened (continue on another sheet if necessary): | |
| | |

Injuries

Details of injury – please circle

No injury Person Property Equipment

What action was taken?

Was any treatment given at the scene (if so what materials were used in treatment)?

If hospital treatment was needed, which hospital did the injured person go to?

How did they get there?

Details of other course participants (reportable accidents only)

Names and contact tel numbers:

Please sign and date (the person filling in this form)

Signature Date:
.....

The person who has had the accident should sign and date – if they have not completed the form (as confirmation that they agree the accident/incident recorded is a true and accurate record)

Signature Date:
.....

Copy to: Injured person and their Employer
Please return within 2 days of the accident or incident to: Sastak 7Y Ltd, 1 & 7 BDC, Business Park, Craven Arms, Shropshire SY7 8DZ
or by email to: clare@sastak7y.com or paula@sastak7y.com



Servicing the Rural Sector

Privacy Policy

Appendix III

1 Introduction

1.1 The Sastak Group of companies are committed to protecting and respecting your privacy.

1.2 This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

1.3 For the purpose of the Data Protection Act 1998, the data controllers are Sastak Ltd, Sastak 7Y Ltd and Sastak Recruitment Ltd.

2 Information we may collect from you

2.1 We may collect and process the following data about you:

2.1.1 details of transactions you carry out through our services;

2.1.2 information that you provide by filling in forms, information provided at the time of requesting or subscribing to any service, or becoming a member of Sastak Ltd or Sastak 7Y Ltd;

2.1.3 information from feedback forms, if you choose to complete;

2.1.4 communications you send to us;

2.1.5 details of your visits to our web site, including, but not limited to, traffic data, location data and the resources that you access.

3 IP addresses and cookies

3.1 We may collect information about your computer including, where available, your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

3.2 For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us to:

3.2.1 estimate our audience size and usage pattern;

3.2.2 store information about your preferences, and so allow us to customise the Site according to your individual interests;

3.2.3 speed up your searches; and

3.2.4 recognise you when you return to the Site.

3.3 You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting, you may be unable to access certain parts of the Site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you use the Site. The "Help" menu of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. For more information about cookies and how to stop cookies being installed or how to delete existing cookies from your hard drive visit the following website: <http://www.allaboutcookies.org/>

4 How we process and store your information

4.1 The data that we collect from you is processed by staff who work for us or within the Sastak group of companies.

4.2 All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using secure sockets layer (SSL) technology. Where we have given you (or where you have chosen) a password which enables you to access certain features or parts of the Site, you are responsible for keeping this password confidential. You must not share the password with anyone.

4.3 Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to the Site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

5 Uses made of your information

5.1 We use information held about you in the following ways:

5.1.1 to carry out our obligations arising from any contracts entered into between you and us;

5.1.2 to provide you with information, products or services that you request from us or information relating to our products or services which we feel may interest you, where you have indicated that you wish to be contacted for such purposes by post, email or other means of electronic communication;

5.1.3 to ensure that content from the Site is presented in the most effective manner for you and for your computer;

5.1.4 to allow you to participate in any interactive features of our services, when you choose to do so; and

5.1.5 to notify you about changes to our services.

5.2 If you do not want us to use your data for direct marketing purposes, please check or un-check (as directed) the relevant box situated on the form on which we collect your data.

6 Disclosure of your information

6.1 We may disclose your personal information to any company within the Sastak group.

6.2 We may disclose your personal information to third parties, for example to the Machinery Rings within the United Kingdom and other direct suppliers such as fuel supply companies.

6.2.1 in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

6.2.2 if we or substantially all of our assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets.

7 Your rights

7.1 You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking or un-checking (as directed) certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at office@sastak.com

7.2 The Site may, from time to time, contain hyperlinks to and from internet sites operated by other organisations. If you follow a hyperlink to any of these sites, please note that they will have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to such sites.

8 Access to your information

The Data Protection Act 1998 gives you the right to access information held about you. Your right of access can be exercised in accordance with that Act. Any access request may be subject to a fee not exceeding £10 to meet our costs in providing you with details of the information we hold about you.

9 How to contact us

If you have any questions, comments or requests regarding this privacy policy, please feel free to contact us in any of the following ways:

by email at office@sastak.com

Telephone: 01588 673636 between the hours of 8.30am – 5pm, Monday to Friday.

by writing to us at:

Sastak
1 & 7 BDC Business Park
Craven Arms
Shropshire SY7 8DZ

10 Updates

We reserve the right to change this privacy policy from time to time.