



**RAIL  
PLANNING  
SERVICES**

## **PRIVACY POLICY**

*Last updated: December 2025*

Rail Planning Services Limited (“we”, “us”, “our” or “RPS”) is committed to protecting your privacy and ensuring your personal information is handled securely and lawfully. This Privacy Policy explains how we collect, use, store and protect your data when you visit our website or interact with our services.

### **Who We Are**

Rail Planning Services (RPS)

Email: <mailto:info@railplanningservices.com>

Website: <https://railplanningservices.com>

We are the data controller responsible for your personal information.

### **Information We Collect**

We may collect and process the following types of data:

#### **Information you provide directly**

- Name
- Email address
- Phone number
- Company name
- Project or service enquiry details
- Any information submitted via contact forms or email

#### **Information collected automatically**

When you visit our website, we may collect:

- IP address
- Browser type and version
- Pages visited and time spent on the website
- Device type



# RAIL PLANNING SERVICES

- Cookies and usage data

## How We Use Your Information

We use your data for the following purposes:

- To respond to enquiries and provide requested services
- To manage client relationships and project communication
- To send service-related information or updates
- To improve our website and user experience
- To meet legal or regulatory obligations

We do **not** sell or share your information for marketing purposes.

## Legal Basis for Processing

We process your data under one or more of the following GDPR bases:

- **Contractual necessity** – to provide services you request
- **Legitimate interests** – business operations, service delivery, website analytics
- **Consent** – when you actively opt in (e.g., email forms)
- **Legal obligation** – where required by law

## Sharing Your Information

We only share data where necessary, including:

- Service providers helping us operate our website or deliver services
- Professional partners involved in project delivery (only when required)
- Legal, regulatory or government bodies when required by law

All partners must comply with GDPR and handle your data securely.

## How Long We Keep Your Data

We only retain personal information for as long as necessary:

- Enquiries: typically, 12–24 months
- Project-related data: in line with contract or legal requirements



# RAIL PLANNING SERVICES

- Financial records: up to 7 years (HMRC requirement)

After this period, data is securely deleted.

## Your Rights Under GDPR

You have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate information
- Request deletion of your data (“right to be forgotten”)
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time

To exercise these rights, contact us at <mailto:info@railplanningservices.com>

## Keeping Your Data Secure

We take appropriate technical and organisational measures to protect your data, including:

- Secure encrypted website (HTTPS)
- Restricted access to personal information
- Secure storage and data management
- Regular reviews of data-handling practices

However, no system is 100% secure, so we cannot guarantee absolute protection.

## Cookies & Cookie Banner

Our website uses cookies to improve functionality, analyse performance and enhance your browsing experience. When you first visit our website, you will see a **cookie banner** that allows you to:

- Accept all cookies
- Reject non-essential cookies
- Manage your cookie preferences

Your choices are recorded and can be changed at any time through the banner or settings icon displayed on the website.



# RAIL PLANNING SERVICES

## **Types of Cookies We Use**

### **Strictly Necessary Cookies**

These cookies are essential for the website to function. They cannot be disabled and do not store personally identifiable information.

### **Performance & Analytics Cookies**

These help us understand how visitors use the site (e.g., page views, time on site). We only load analytics cookies if you give consent through the cookie banner.

### **Functional Cookies**

These enable enhanced website features such as remembering your preferences.

### **Advertising / Tracking Cookies**

We do not use advertising or marketing cookies unless stated by the cookie banner and only with your explicit consent.

## **How Cookie Data Is Used**

Cookie information may be used to:

- Improve website performance and user experience
- Analyse visitor interactions
- Monitor website traffic and usage trends
- Ensure essential website features operate correctly

## **Managing Your Cookie Preferences**

You can change your cookie settings at any time by reopening the cookie banner or adjusting your browser settings.

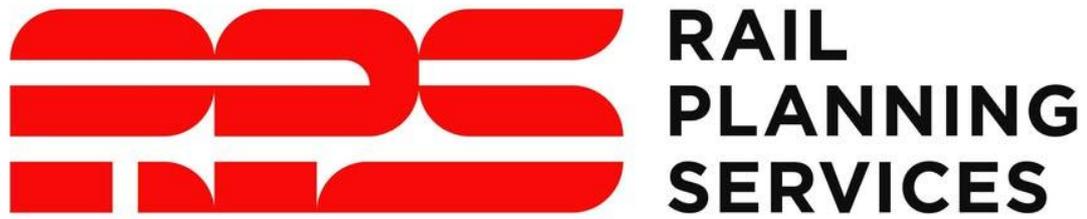
For more detailed cookie information, the banner plugin provides a full, automatically generated **cookie list** and explains what each cookie does.

## **Links to External Sites**

Our website may contain links to third-party websites. We are not responsible for their content or privacy practices. Please review their policies before sharing any personal data.

## **Updates to This Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date.



### **Contact Us**

If you have any questions about this Privacy Policy or how we handle your personal information, please contact:

**Rail Planning Services Ltd**

Email: [Info@railplanningservices.com](mailto:Info@railplanningservices.com)

Website: <https://railplanningservices.com>