

Security vetting policy and previous employment references

As an online retailer thetrainline.com has access to our customer's sensitive payment card data and we have to ensure that it is used and stored securely. In many parts of the business the card data is obscured by tokenisation so that the real card details are not visible, however some employees require unencrypted card data so as to carry out their jobs properly.

To ensure that we are compliant with the highest standards we require every employee to consent in writing as part of their contract of employment to their personal details being checked with the Criminal Records Bureau or Disclosure Scotland for a Criminal Record Certificate showing any fraud-related criminal convictions. Whilst everyone in the company is covered by this requirement so as to allow for any future changes in roles or responsibilities we only actually conduct checks on employees in the limited number of roles who have access to unencrypted card data. These roles currently include employees working in the contact centre, fraud management and systems support teams.

If the role you perform requires a fraud-related conviction check you will be advised of this. You may, on request, receive a copy of any such information provided to us including your Criminal Record Certificate. We use a reputable third party to manage and follow up all such security checks. The checks are carried out when you first start in a such a role and then every twelve months thereafter. thetrainline.com retains the right to use relevant information obtained in the Criminal Record Certificate to make decisions on an employee's future role and employment which may result in the termination of recruitment, restriction of an employee from handling sensitive client information, transfer to another role or any other action up to and including dismissal.

We also use a third party to verify every employee's right to work in the UK and to check previous employment references. At all times we comply with the requirements of the Data Protection Act to protect your sensitive personal data.

More information on security vetting and reference checking is available from Human Resources.