

Sentinel Card Holder FAQs

1. Is the information I provide in Sentinel kept confidential?

- Sentinel complies with the Data Protection Act 1998. In addition to this, the system holds limited personal information and this will not be shared with any other company.

2. What happens if my card is lost, stolen or damaged?

- Report this to your Sponsor or line manager for them to request a new card on your behalf.

3. Can a lost card be reinstated if it is found?

- No, once a new card has been ordered then this is the one that must be used and you should discard the old one.

4. I've got an account on MySentinel, can my Sponsor see this?

- No, this page can only be viewed by the individual card holder.

5. What information will my Sponsor or line manager need in order to get a card?

- Follow this link for information: <http://info.railsentinel.co.uk/apply/>

6. Will my new Sentinel card be sent to my personal address?

- Cards can only be requested by Sponsors and therefore will be sent to their address which is active in the Sentinel system.