

# 'L' on Wheels School of Motoring

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Protecting your personal details is important to us.

How we protect you privacy.

1. What information is collected? and 2. Why is the information being collected?

Only the minimum amount of personal information necessary is obtained about clients:

	<u>1. What information is collected?</u>	<u>2. Why is the information being collected?</u>
1.	Clients / pupils name.	to identify the client / pupil
2.	Clients / pupils address.	where to pick them up for their driving lesson.
3.	Telephone numbers (mobile and landline).	so that contact can be made to arrange or rearrange driving lesson appointments and test times during their course of driving lessons.
4.	Drivers licence number.	in order to book clients driving test appointments with the Driver and Vehicle Standards Agency. Please note: it is possible to see a client's date of birth on their Drivers licence.
5.	E mail address.	to enable registration with Theory Test Pro.co.uk, a website-based company, allowing clients to practice for their driving theory test.
6.	Place of work or study.	to know where alternative pick-up and drop off points are likely to be e.g. pick up from school and drop off at home.
7.	Disabilities.	we need to be aware of any medical and/or special needs a client may have in order ensure their safety, our safety and additional support they require in their learning, and for the theory and practical tests.
8.	Interests, background, work and subjects studying at school or college.	in order to most effectively teach / coach a client, it is useful for professional reasons to know a little about their background and interests e.g. musical, dance, sporty, arty, read/write etc. This helps driving instructors to help clients learn to drive by relating their prior learning and life experience to the new task of learning to drive.

3. How will the information be recorded?

The information will be recorded in various formats:

- a) on paper, on a form specifically designed for the use of teaching clients to drive.
- b) a daily diary may be kept of client lessons and test appointments.
- c) some instructors may keep an online calendar / diary for lessons and test appointments
- d) phone number(s), and if applicable, photographs will be stored on our mobile phones.

4. Who collects the information?

The information is collected by your designated L on Wheels driving instructor in a face-to-face situation in the car, usually during the clients first driving lesson.

5. How will the information be used?

The information will only be used for professional purposes as described in section 1 (points 1 to 8) above by the 'L' on Wheels driving instructor from whom you are receiving driving lessons. See item 6c below.

6. Will the information be shared with anyone else?

The information collected, as itemized in section 1 (points 1 to 8) will not be shared with anyone except in the following necessary instances:

- a) The Driver and Vehicle Standards Agency in order book a clients driving theory test and practical driving test. The information submitted via the on-line booking facility shall be items 1.1, 1.2, 1.3, 1.4 and 1.5 as detailed above. Without this information theory and practical driving tests cannot be booked. The DVSA has its own privacy policy which can be accessed via their website.
- b) Theory Test Pro.co.uk to enable clients to access online theory test study material. The information submitted via the on-line site shall be items as detailed in sections 1.1, 1.3 (mobile) and 1.5 above. The Theory Test Pro website business has its own privacy policy which can be accessed via their website.
- c) In the event a client wishing to change to a different 'L' on Wheels driving instructor, a clients information will, with the clients permission be transferred to another 'L' on Wheels instructor. If a client wishes to change to a different driving instructor - not being an 'L' on Wheels instructor – clients can be assured their personal information will not be shared.

7. What will be the effect of the information collected on the individual concerned?

It will have no effect on the clients concerned other than to help them learn to drive and get them through the nationally recognized government driver testing process. The information collected is purely for professional reasons.

8. Is the intended use of the information likely to cause individuals to object or complain?

No. Without it, 'L' on Wheels driving instructors could not teach clients how to drive and would not, if necessary be able to book a clients theory or practical driving tests.

9. How will personal information be kept?

A paper record and calendar/diary entry completed in the car are the only records kept. The records will be kept in the car during normal teaching hours. When not required they will either be locked in the driving school car or in the home of your 'L' on Wheels driving instructor.

The calendar/diary entry may be electronic.

Electronic entries will be protected by a password / biometric screen lock.

10. How long will personal details be kept?

Her Majesty's Revenue and Customs require all business owners to retain records of their financial dealings for seven years, in case of investigation.

- a) Paper records and paper diaries will be destroyed after seven years.
- b) online calendars/diaries will be deleted after seven years via informing the service provider.
- c) Mobile phone numbers will be deleted:
  - i) one month after the date of the client passing their practical driving test.
  - ii) if they have stopped having driving lessons for a period of more than two calendar months.
- d) Theory Test Pro.co.uk website registration: deletion will take place:
  - i) after a client has passed their driving theory test.
  - ii) if they have stopped having driving lessons for a period of more than three calendar months.

11. Breaches in security of your personal information.

If your personal details are stolen or lost, you will be informed of the breach within 24 hours of the breach being discovered.

12. Requesting access to your personal data.

Under data protection legislation, you have the right to request access to information we hold about you.

To make a request for your personal information held, contact your 'L' on Wheels driving instructor by ringing their mobile phone. All 'L' on Wheels driving instructors mobile phones numbers can be found on this website.

If this is not possible, then you can contact Stephen Brown, the owner of 'L' on Wheels School of Motoring by:

- a) email           steve\_lonwheels@hotmail.com
- b) writing to       10 Linley Drive, Boston, Lincolnshire, PE21 7EJ.
- c) phone           01205 367004 or 07702 06 44 09.

Your request will be answered within 30 days and at no charge to yourself.

13. You have the right to:

- a) object to processing of personal data that is likely to cause, or is causing, damage or distress.
- b) prevent processing for the purpose of direct marketing.
- c) object to decisions being taken by automated means.
- d) in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed.
- e) claim compensation for damages caused by a breach of the Data Protection regulations.

If you would like to discuss anything in this privacy notice, please contact Stephen Brown via the contact details listed in section 12 above.

If you have a concern about the way we collect or use your personal data, you should raise your concern in the first instance with your L on Wheels driving instructor or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns> or phone 0303 123 1113

14. **Dash – cam.**

A dash-cam is usually in operation in the car during driving lessons. This will be recording front and rear views and speech / conversations held within the car.

15. **Facebook, Instagram and WhatsApp**

A client's photograph may only be taken with their permission for use as an advertising tool to promote the driving school – e.g. to post on Facebook, Instagram or any other social media platform – after the client has passed their driving test.

16. **WhatsApp group : L on Wheels pupils.**

Clients may/will be added to a WhatsApp group called 'L on Wheels pupils'. This is to aid communication between your driving instructor and all clients in the group. e.g. to promote driving lesson spaces that have become available on a particular day or the coming week. Please tell your instructor if you do not wish to be included in the 'L on Wheels pupils' group(s) or remove yourself from the group(s)

17. **This document will be reviewed**

This 'How we protect your privacy' document will be reviewed as necessary, according to changes in regulations, legislation and best practice.