



Privacy Policy

About us

We are Learn with Louise Driver Training and the purpose of this website is to provide information about the services we offer. This Privacy Policy is designed to give you, as a user of the website information about how we obtain and process your personal data. This Policy also applies to anyone who contacts us via the website, by email, telephone, text or via social media.

References in this Privacy Policy to “we”, “us” and “our” are to Learn with Louise Driver Training.

How you can contact Learn with Louise Driver Training?

You can contact us in the following ways:

Learn with Louise Driver Training
278 Coniscliffe Road
Darlington
DL3 8AD

Telephone: 07780757075
Website: <https://learnwithlouisedrivertraining.co.uk>
Email: hello@learnwithlouisedrivertraining.co.uk

What data do we collect about you, and why do we need it?

We may collect personal data or personal information which means any information relating to an identifiable person. It does not include data or information which relates to a person that can not be identified (i.e. anonymous data).

By using this site and/or our services, we may collect, use, store and transfer different kinds of personal data about you such as the following:

Identity Data – Data which identifies you including name and title. This may also include Driving Licence details. We process this information for the purpose of providing a service to you and keeping records of that. Our lawful ground for this processing is our legitimate interests which in this case are to reply to communications sent to us, to keep records and to establish, pursue or defend legal claims.

Contact Data – Contact details including address, telephone number and email address and data confirming how you would like us to contact you. We process this information for the purpose of

communicating with you, the provision of services and record keeping. Our lawful ground for this processing is the performance of a contract between you and us.

Social Media Data – When you contact us via social media or like/follow us we may have access to your personal data through the social media platform, if you make this available via your social media accounts. Photographs and written reviews or testimonials that include data relating to your driving test and learning-to-drive experience, such as your name, your home town, your driving test date and driving test result. We process this data to market our services to potential clients and for brand promotional purposes through our social media channels, and our website. Our lawful ground for this processing is legitimate interests which is to grow our business.

Technical Data – This is electronic information which is automatically logged/stored by processing equipment, including internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating systems and platform and other technology on the devices you use to access this site. We process this data to analyse your use of our website and other online services, to administer and protect our business and website, and to deliver relevant website content. The source of this data is from our analytics tracking system. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our website and develop our services and grow our business.

Sensitive Data - We need to collect the following sensitive data about you in order to provide driver training services:

Any current driving licence endorsements and details of any driving convictions. We require this data in order to ensure you are legally permitted to drive and in order to comply with insurance regulations. This information will be recorded on file.

Where we need to collect personal data from you in order to comply with our legal obligations to perform a contract we have with you and you fail to provide that data when requested, we may not be able to perform the relevant contract (for example, to provide you with services). In this case, we may have to cancel the relevant contract.

So how will we get your information?

We may collect data about you by you providing the data directly to us, for example by filling in the Contact Form on our website or sending us an email, text or by calling us. We may automatically collect certain data from you as you use our website by using cookies and similar technologies. You can learn more about this by reading our Cookie Policy.

We may receive data from third parties including analytics providers and search information providers, such as Google based outside the EU, advertising networks such as Facebook based outside the EU, providers of technical, payment and delivery services, such as data brokers or aggregators.

Will we share your information with anyone else?

We provide access to Theory Test Pro which is an online study tool. To provide access to this we will share your personal data including your name, email address and mobile telephone number with Theory Test Pro. They will then contact you directly to provide access to their site. We will ask for your consent before sharing your information with them.

We will share your personal data with Pearson Vue if you request us to book your Theory Test and DVSA if you request us to book your Practical Driving Test. We will ask for your consent before we do this.

Theory Test Pro, Pearson Vue and DVSA may then contact you directly.

We may also share your personal data in order to comply with legal obligations for example if we are required to do so by HMRC, professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.

This site may contain links to other websites which are outside of our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their own Privacy Policies. We would encourage you to read the Privacy Policies on the other websites you visit.

Some of the parties we share your information with may be based outside the European Economic Area (EEA) which would involve transferring your data outside the EEA.

Countries outside of the European Economic Area (EEA) do not always offer the same levels of protection to your personal data, so European law has prohibited transfers of personal data outside of the EEA unless the transfer meets certain criteria.

Whenever we transfer your personal data out of the EEA, we do our best to ensure a similar degree of security of data by ensuring at least one of the following safeguards is in place:

We will only transfer your personal data to countries that the European Commission have approved as providing an adequate level of protection for personal data by; or

Where we use certain service providers, we may use specific contracts or codes of conduct or certification mechanisms approved by the European Commission which give personal data the same protection it has in Europe; or

If we use US-based providers that are part of EU-US Privacy Shield, we may transfer data to them, as they have equivalent safeguards in place.

If none of the above safeguards is available, we may request your explicit consent to the specific transfer. You will have the right to withdraw this consent at any time.

How will we keep your data secure?

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation (including encryption technology such as HTTPS and passwords). Unfortunately, however, 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 data transmitted to this site.

Access to your personal data is limited to those who have a business need to know such data. They must keep it confidential.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we are legally required to.

How long will we keep your data for?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

When deciding what the correct time is to keep the data for we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements.

For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they stop being customers.

In some circumstances we may anonymise your personal data for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

What are your rights in relation to the personal data we collect and process?

At any point you can contact us to request details of the information we hold about you, why we have the information, who has access to the information and where we got the information. In most cases you may be entitled to copies of the information we hold concerning you.

In order to process your request we may need to verify your identity for your security. If this is the case we must receive this verification before we can process your request.

Once we have verified your identity we will respond within 30 days.

If the data we hold about you is out of date, incomplete or incorrect, you can inform us and we will ensure it is updated.

If you feel that we should no longer hold your data, you can request that we destroy it. When we receive your request we will confirm whether the data has been destroyed or tell you the reason why it cannot be destroyed.

What can you do if you are unhappy about the data we hold or how we have processed it?

You can make a complain by contacting us at hello@learnwithlouisedrivertraining.co.uk. We will endeavour to deal with your concerns. If however, you feel we have not resolved the issues you can contact the Information Commissioner's Office at www.ico.org.uk.

Will this Privacy Policy change?

We may change our Privacy Policy from time to time. You should check this Policy occasionally to ensure that you are aware of the most recent version that will apply each time you access the website.