

Privacy Policy

Introduction

This privacy policy provides you with details of how we collect and process your personal data throughout your time with us.

Busy Bees Driver Training is the data controller, and we are responsible for your personal data (referred to us “we”, “us” or “our” in this privacy policy.

Our full contact details are:

**Busy Bees Driver Training**

**1 Tutta Bridge Cottages, Greta Bridge, Barnard Castle, DL12 9SB**

**Telephone number: 07780757075**

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at [**hello@busybeesdrivertraining.co.uk**](mailto:hello@busybeesdrivertraining.co.uk)

What Data do we collect about you? Why? How we use it?

Personal data means any information capable of identifying an individual.

We may process the following categories of personal data about you:

* **Communication Data** which includes any communication that you send to us. That may be through the contact option on our website, through email, text, social media messaging, social media posting or any other communication that you send us. We process this data for the purposes of communication with you, for record keeping and for the establishment, pursuance or defence of legal claims. Our lawful ground for this processing is for record keeping and the establishment, pursuance or defence of legal claims.
* **Customer Data** that includes data relating to any purchase of services, such as your name, title, address, email address, phone number, contact details and driving licence details. We process this data to supply the services you have purchased and to keep records of such transactions. Our lawful ground for this processing is the performance of a contract between you and us.
* **User Data** that includes data about how you use our website. We process this data to operate our website and ensure relevant content is provided to you, to ensure the security of our website and business. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our website and our business.
* **Technical Data** that includes data about your use of the website and any online services such as your IP address, your login data, details about your browser, length of visit to pages on our website, page views, navigation path, details about the number of times you use our website. This data is gathered from our analytics tracking system. We process this data to analyse your use of our website and to protect our website and business and to deliver relevant content on our website. Our lawful ground for this processing is our legitimate interests which in this case is to enable us to properly administer our website and to grow our business.
* **Photographs and written reviews or testimonials** that include data relating to your driving test and driver training experience, such as your name, the town you took your driving test in, your driving test date and driving test result. We process this data to market our services to potential clients through our website and social media sites.

Sensitive Data

To provide Driver Training services we need to collect the following sensitive data about you:

* Any current driving licence endorsements and details of any driving convictions

We require this data to ensure you are legally permitted to drive and to comply with insurance regulations. This information will be recorded on file.

Where we are required to collect personal data by law, or to provide Driver Training services and you do not provide us with the data when requested, we may not be able to provide services that you require.

We will only use your personal data for the purpose it was collected.

We may process your personal data without your knowledge or consent where this is required or permitted by law.

How we collect your personal data

We will collect data about you by you providing that data directly to us. This may be in person, by telephone, via the website, by email or by social media messaging, social media posting or any other communication that you send us.

We may also receive data from a third party who enquires to us on your behalf.

Who will we share your personal data with?

We may have to share your personal data with the parties shown below:

* The DVSA (Driver and Vehicle Standards Agency) where you request us to book any driving theory tests or practical driving tests on your behalf.
* Driving Test Success *Anytime* if you request access to this to study for your Theory Test
* The Honest Truth
* Government bodies that require us to report processing activities.

How long will we keep your data for?

We will only retain your personal data for as long as necessary to provide you with the services you have requested. This also includes satisfying any legal, accounting or reporting requirements.

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

Your legal rights

Under data protection regulations you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer or to object to processing, to portability of data and where the lawful ground to processing is content, to withdraw consent.

If you would like to know more about these rights, please visit: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

You will not have to pay a fee to access your personal data or exercise any of your other rights.

In the event that you make a request to access your personal data, we may need to request specific information from you to confirm your identity. This is a security measure to ensure that personal data is not given to anyone who does not have the right to see it.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner’s Office (ICO). If you do have a complaint, we would be grateful if you would contact us first so that we can try and resolve it for you.

Third Party Links

Our website includes links to third-party sites which may be useful to you. Clicking on those links may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their Privacy Notices. When you leave our website, we encourage you to read the Privacy Notice of every website you visit.

Thank you…….