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Tavistock Driving School ("we", "our" or "us") is a driving school providing tuition to learners and full licence holders wishing to learn to drive or improve their current standard of driving.

Use of our web sites & published documents

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Disclaimer

We try to ensure that all information published on these web sites is accurate. However, content is for information only and subject to change without prior notice. No assumptions should be made with regard to uninterrupted access to or errors on either web site. We will not be responsible in any circumstances for any consequential or incidental damages, or any other indirect damages that might arise from the use of these sites.

External information

Our sites sometimes link to, and contain content from, other web sites and resources. Where this is the case, no guarantee is made that the related information is accurate or up to date. A link or use of content does not imply or indicate that the information is endorsed by us.

Privacy policy statement

We collect personal information from visitors to our web sites through both the use of online forms and each time you e-mail us your details. We also collect information automatically about your visit to our web sites. We will only use information provided by our visitors for our own use.

Any information automatically retrieved, such as site browsing patterns, will only be used for our own site traffic analysis. We will not disclose any information provided by visitors to any third parties except for suppliers that process data on our behalf.

We may also use this information to keep you informed of changes to our service, or changes to the features contained in our web sites.

In addition, we hold details that relate to your driving lessons, for the purposes of maintaining consistency, progress monitoring & your own reflection. These may be held electronically, via the internet or network-based mobile application.

GDPR regulations

GDPR or General Data Protection Regulation aims to create a harmonised data protection law framework across the EU and hence give individuals back control of their personal data. In addition, strict guidelines ensure those hosting and processing this data take the appropriate precautions, both on site and anywhere in the world – including outside the EU.

In particular it means...

- All data must be processed lawfully in a clear, fair and transparent way.
- All data must only be collected for the purpose of employment and ongoing compliance.
- All data must be adequate, relevant and limited to what is absolutely necessary to perform the tasks required of it. This refers to the data itself, and those able to view it.
- All data must be retained for as long as necessary.
- Data must be accurate and kept up to date.
- Data must be processed securely during all stages of the check and destroyed safely.

Inspection by official authorities

Upon request, we will provide the required information to official authorities in connection with a specific case provided...

- The requestor has official authority to request the information.
- The requestor is deemed to have a need to see it.
- It can be determined that the requestor will use the information appropriately and secure any copies as needed.

If the requestor is not deemed to require access to some or all of the information requested, we have a duty of care to withhold such information and will seek further guidance before providing it. This may require clarity of the request or consultation with legal partners.

Country

Any data processing may only be carried out in the EU or EEC. Any change to a third-party country may take place with the Controller's consent.

Obligations of the Controller

The Controller shall be solely responsible for assessing the admissibility of the processing requested and for the rights of affected parties.

Notification obligations

If any infringement is discovered by any employee or 3rd party accessing the data, they must inform the Controller immediately.

Instructions

The Controller reserves the right of full authority to issue instructions concerning data processing on his/her behalf.

Destruction

In the event the data is no longer required, it must be destroyed at the appropriate time by an appropriate method. Where 3rd party access to the information is involved, the Controller will seek assurances and potentially request proof from the 3rd party that the data has been effectively destroyed.

The appropriate retention periods must be observed prior to the destruction of any data.

Governing Law

Your use of our web sites is governed by and construed in accordance with the laws of England and Wales. Any disputes will be decided only by the courts of England and Wales.

Data protection act & GDPR

- We hold the following personal information ...
 - Your name, address, date of birth.
 - Contact information, such as mobile phone number and email address.
 - Your driving history & progress.
 - Details of any theory test results.
 - Details of any practical driving test results (DVSA, advanced etc.)
- We will ask to see the following details for confirmation purposes only. They will not be retained unless you provide them electronically etc...
 - Your driving licence.
 - Your driver's number.
- Where does the data come from?
 - When you make initial contact with us.
 - During a driving lesson.
 - As part of your ongoing tuition.
 - Your initial application

- Who has access to this information?#
 - You (your own data)
 - Us, for the purposes of contacting you to schedule lessons and/or to maintain an ongoing driving record.

- Right of access & rectification
 - You may request access to the details we hold about them at any time.
 - You may at any time request that incorrect or out of date information be updated. This can be performed by emailing hello@TavistockDrivingSchool.co.uk.

- Right erasure including retention and disposal
 - You may at any time request that information regarding them be erased.
 - Subject to external legal requirements (e.g. DVSA or insurance related), this will be actioned.

Where this is not possible (for the aforementioned reasons), more specific details & reasons will be provided in answer to the request.

Further Information & Queries

If you have any queries with any of the above, please contact us at hello@TavistockDrivingSchool.co.uk.