

Privacy Policy (GDPR)

1. Introduction

Girling Driver Training ("we", "our", "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

By using our services, website, or contacting us regarding driving lessons and training, you agree to the collection and use of information in accordance with this policy.

2. Data Controller

The data controller responsible for your personal data is:

Girling Driver Training

Address: 11 Vernon Avenue, Newark NG24 1PG

Email: keith.girling@outlook.com

Telephone: 07973305598

3. Personal Information We Collect

We may collect and process the following categories of personal data:

Information You Provide

- Full name
- Address
- Email address
- Telephone number
- Date of birth
- Driving licence details where required
- Payment information
- Lesson booking information
- Communications and correspondence with us
- Information submitted through website contact forms or enquiries

Information We Automatically Collect

When you visit our website, we may collect:

- IP address
- Browser type and version
- Device information
- Website usage data
- Cookies and tracking information

Vehicle Dash Cam Data

Our training vehicles are fitted with dashboard cameras (dash cams) that may record video footage during lessons and journeys. This footage may capture:

- Images of pupils
- Other road users
- Vehicle registration numbers
- Road and traffic conditions
- Incidents, collisions, or near misses

4. How We Use Your Personal Data

We process your personal data for the following purposes:

- To provide driving instruction and related services
- To schedule, manage, and confirm lesson bookings
- To communicate with you regarding lessons and enquiries
- To process payments and maintain financial records
- To comply with legal and regulatory obligations
- To improve our services and customer experience
- To manage complaints and disputes
- To send service-related updates
- To respond to enquiries submitted through our website
- To protect pupils, instructors, and other road users through the use of vehicle dash cams
- To investigate accidents, incidents, complaints, and insurance claims

Where you have provided consent, we may also send marketing communications. You may withdraw consent at any time.

5. Legal Basis for Processing

Under UK GDPR, we rely on one or more of the following lawful bases:

Contract

Processing is necessary to provide driving lessons and fulfil our agreement with you.

Legal Obligation

Processing is necessary to comply with legal requirements, including tax and accounting obligations.

Legitimate Interests

Processing is necessary for the legitimate interests of running and improving our business, protecting our vehicles and customers, maintaining security, and investigating incidents recorded by dash cams, provided these interests do not override your rights.

Consent

Where required, we will obtain your consent before processing certain information, such as marketing communications and non-essential website cookies.

6. Sharing Your Information

We do not sell your personal data.

We may share your information with:

- Payment service providers
- Accountants and professional advisers
- IT and website service providers
- Insurance providers where required following an incident or claim
- Government authorities or regulators where legally required
- Law enforcement agencies where required by law

All third parties are required to respect the security of your personal data and process it lawfully.

7. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including satisfying legal, accounting, and regulatory requirements.

Website enquiry records, customer records, and financial records will be retained only for as long as required for business and legal purposes.

Dash cam footage is normally overwritten automatically unless it is required for the investigation of an incident, complaint, legal matter, or insurance claim.

Retention periods may vary depending on the nature of the information and applicable legal obligations.

8. Data Security

We have implemented appropriate technical and organisational measures to protect your personal data from:

- Unauthorised access
- Accidental loss
- Misuse
- Alteration

- Disclosure

Access to personal information is restricted to those who have a legitimate business need.

Dash cam recordings and website data are protected through appropriate security measures and access controls.

9. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate information
- Request deletion of your personal data
- Request restriction of processing
- Object to processing
- Request transfer of your data (data portability)
- Withdraw consent where processing is based on consent

To exercise any of these rights, please contact us using the details provided above.

10. Cookies and Website Analytics

Our website may use cookies and similar technologies to improve functionality, user experience, and website performance.

These technologies may collect information such as:

- IP address
- Browser type
- Device information
- Pages visited
- Time spent on pages
- Referral sources

Where non-essential cookies are used, we will request your consent before placing them on your device.

You can manage cookie preferences through your browser settings or any cookie consent tool provided on our website.

11. Vehicle Dash Cam Recording

Girling Driver Training vehicles are fitted with dashboard cameras (dash cams) that may record video footage of journeys and driving lessons.

The purpose of these recordings is to:

- Protect the safety of pupils, instructors, and other road users
- Provide evidence in the event of accidents, incidents, insurance claims, or disputes
- Assist with the investigation of complaints
- Protect the legitimate interests of Girling Driver Training

Dash cam footage is processed under the lawful basis of Legitimate Interests.

Recordings are not routinely monitored and will only be reviewed where necessary for the purposes outlined above.

Footage will be retained only for as long as necessary and will normally be overwritten automatically unless required for an ongoing investigation, legal matter, insurance claim, or complaint.

Where legally required, footage may be shared with:

- Insurance companies
- Law enforcement agencies
- Legal representatives
- Regulatory authorities

Individuals whose personal data appears in dash cam footage may exercise their data protection rights subject to applicable exemptions under UK GDPR and the Data Protection Act 2018.

12. Children's Data

Driving instruction services may be provided to individuals under the age of 18. We process personal information relating to young learners only where necessary for the provision of our services and in accordance with applicable data protection laws.

13. Complaints

If you have concerns about how we handle your personal data, please contact us first so that we can attempt to resolve the issue.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: ico.org.uk

14. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website and become effective upon publication.

15. Contact Us

If you have any questions about this Privacy Policy or how we process your personal data, please contact:

Girling Driver Training

Email: keith.girling@outlook.com

Telephone: 07973305598

Address: 11 Vernon Avenue, Newark NG24 1PG

One additional point: if your website uses Google Analytics, Facebook/Meta Pixel, embedded Google Maps, reCAPTCHA, or a booking/contact form plugin, those should be specifically named in the policy and cookie policy for stronger UK GDPR compliance.

16. Policy Review

This policy will be reviewed annually or sooner if legislation, guidance, or business practices change.

Policy Version: 1.0

Effective Date: 16th June 2026

Review Date: 16th June 2027