

PRIVACY POLICY (UK GDPR)

Girling Driver Training

Effective Date: 16 June 2026

Review Date: 16 June 2027

Version: 1.0

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), the Data Protection Act 2018 and other applicable laws.

By contacting us, booking lessons, using our website, or receiving driving tuition, you agree to the collection and use of your information in accordance with this policy.

2. Data Controller

The Data Controller responsible for your personal information is:

Girling Driver Training

11 Vernon Avenue

Newark NG24 1PG

Email: keith.girling@outlook.com

Telephone: 07973 305598

3. Personal Information We Collect

We may collect and process the following information:

Information You Provide

- Full name
- Postal address

- Email address
- Telephone number
- Date of birth
- Driving licence details
- Lesson booking information
- Payment information
- Correspondence and communications
- Information provided through website contact forms

Information Collected Automatically

When you visit our website, we may collect:

- IP address
- Browser type and version
- Device information
- Website usage information
- Cookies and similar technologies

Dash Camera Footage

Our training vehicles are fitted with dashboard cameras (dash cams) which may record:

- Images of pupils
- Other road users
- Vehicle registration numbers
- Road and traffic conditions
- Accidents, incidents and near misses

4. How We Use Your Information

We use your personal information to:

- Provide driving tuition and related services;
- Arrange, manage and confirm lesson bookings;
- Process payments;
- Communicate with pupils regarding lessons and enquiries;
- Maintain business and financial records;
- Comply with legal and regulatory obligations;
- Handle complaints and disputes;
- Improve our services;
- Investigate accidents and incidents;
- Support insurance claims;
- Protect the safety of pupils, instructors and other road users.

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

5. Lawful 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 required to comply with legal, accounting and taxation obligations.

Legitimate Interests

Processing is necessary for the legitimate interests of operating and improving our business, maintaining security, protecting our vehicles and investigating incidents, provided these interests do not override your rights.

Consent

Where required, we will obtain your consent before processing information for marketing purposes or using non-essential website cookies.

6. Sharing Your Information

We do not sell your personal data.

We may share information with:

- Payment service providers;
- Accountants and professional advisers;
- Website and IT service providers;
- Insurance companies;
- Government departments and regulatory bodies;
- The Driver and Vehicle Standards Agency (DVSA);
- Law enforcement agencies where required by law;
- Legal representatives where necessary.

All third parties are required to process your information securely and lawfully.

7. Data Retention

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected and to comply with legal obligations.

Financial and business records will be retained for the periods required by law.

Complaint records may be retained for up to three years.

Dash cam recordings are normally overwritten automatically unless required for:

- Accident investigations;
- Insurance claims;
- Complaints;
- Legal proceedings;
- Regulatory matters.

8. Data Security

We have implemented appropriate technical and organisational measures to protect personal information against:

- Unauthorised access;
- Accidental loss;
- Misuse;
- Alteration;
- Disclosure.

Access to information is restricted to those with a legitimate business need.

9. Vehicle Dash Cameras

Girling Driver Training vehicles are fitted with dashboard cameras for the purposes of:

- Promoting safety;
- Protecting pupils and instructors;
- Providing evidence following accidents or incidents;
- Supporting insurance claims;
- Investigating complaints and disputes.

Recordings are processed under the lawful basis of Legitimate Interests.

Footage is not routinely monitored and will only be reviewed where necessary.

Where legally required, recordings may be shared with:

- Insurance providers;
 - Police and law enforcement agencies;
 - Legal representatives;
 - Regulatory authorities.
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10. Cookies and Website Analytics

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

Cookies 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, your consent will be obtained before they are placed on your device.

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

11. 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 legislation.

12. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data;

- Request correction of inaccurate information;
- Request deletion of personal data;
- Request restriction of processing;
- Object to processing;
- Request transfer of your data to another organisation;
- Withdraw consent where processing is based on consent.

Requests should be made using the contact details provided below.

13. Complaints About Personal Data

If you have concerns about how we use your personal information, please contact us first so that we can attempt to resolve the matter.

You also have the right to complain to:

Information Commissioner's Office (ICO)

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: www.ico.org.uk

14. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, regulatory requirements or business practices.

The latest version will be made available on request and, where applicable, published on our website.

15. Contact Details

If you have any questions regarding this Privacy Policy or your personal information, please contact:

Girling Driver Training

11 Vernon Avenue
Newark NG24 1PG

Email: keith.girling@outlook.com
Telephone: 07973 305598

16. Policy Review

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

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