

General Data Protection Regulations

Privacy Notice May 2018 Chris Hood Approved Driving Instructor

The **General Data Protection Regulations (GDPR)** must be complied with by 25th May 2018.

Ticketyboo Driving School is committed to protecting your privacy and maintaining the security of any personal data received from you. We strictly adhere to the requirements of the Data Protection Legislation. The purpose of this statement is to explain to you what data we collect and how we use it. We will never share your data without signed consent from you.

Please note that this is a live document and may be subject to change in your best interests.

To comply with GDPR Regulations, **Ticketyboo Driving School** needs to officially inform you about:

1. What data Ticketyboo Driving School may keep about you
2. How Ticketyboo Driving School will or may use your data and information
3. How Ticketyboo Driving School will store it and what precautions Ticketyboo Driving School will take to keep your data secure
4. With whom Ticketyboo Driving School might share your data
5. What happens to your data after our work is finished

Ticketyboo Driving School/Chris Hood are registered with the Information Commissioners Office. If you would like to find out more please visit <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>.

Data Controller/Processor

Chris Hood is the Data Controller and Processor for Ticketyboo Driving School. Address: 29 Laurel Road, Lowestoft, NR33 0NF. Telephone 07796 991339.

1. What data Ticketyboo Driving School may keep about you

We may need to keep a record of your:

Name Address Postcode Email address Phone number Social Media “address” Driving licence, and the information stored on it Emails, texts, and social media “conversations” Lessons planned and completed, with details of each lesson Meeting points For lessons Payments to us, and for what the payments are for Your Theory Test date, and pass date. Your Practical Test date and time, location.

We do not collect or hold any Personal Sensitive Data.

2. How Ticketyboo Driving School will or may use your data and information

We will need your data to be able to keep records of your progress To process payments To be able to prove that we have made reasonable efforts to ensure you are allowed to drive a car To know when and where we will meet for driving sessions To share details with HMRC for tax purposes

3. How Ticketyboo Driving School will store your information what precautions Ticketyboo Driving School will take to keep your data secure

Your data will be stored by Ticketyboo Driving School on paper and digitally on a number of digital devices. Each device is password-protected. Written information and documents are stored and disposed of as recorded in the audit below.

4. With whom Ticketyboo Driving School might share it

We might need to share your data with:

Her Majesty’s Revenue and Customs Driving Vehicle Standards Agency and its staff Driving Vehicle Licensing Agency Our business car insurance brokers and providers Our business Accountant Police and other Emergency Services if required Your Parent/guardian (only upon your signed consent) Or if required to do so by law or for legal reasons

When you pass, you may like to use your phone to take a photo of yourself with your pass certificate to share on Facebook/Instagram. This is your decision. If you would like to share it with Ticketyboo Driving School/Chris Hood, please feel free to do so - it is wonderful to celebrate your success! We will only share photos onwards on Facebook/Instagram with your consent.

If you would like your photo to appear on the business website, please let Chris Hood of Ticketyboo Driving School know, as we will only do so with your signed consent.
 If you don't wish for any photos to be taken or shared then it's not a problem at all - it's up to you.
 If you change your mind you can withdraw your consent at any time.

5. What happens to your data after our work is finished

We will keep information and documents as detailed in the audit below. Your record will be offered to you to keep, and if not, securely shredded and/or deleted as per the data audit below.

Data Audit

Information/ Documents held
Retention schedule and disposal method
Type of secure storage

Drivers record

Categories of individuals

Categories of personal

Purpose of processing data

Pupils Name, address, email
 phone and other contact details, driving license details, date and duration of lessons, driver log of lessons,
 Organising and running lessons, Records for insurance and emergency services
 Kept on file until pass then destroyed by secure shredding. If lessons cease,
 Locked metal storage – never kept in car
 kept progress report, date
 on file for theory passed, date of
 six months in practical tests
 case of restart then destroyed by secure shredding

Diary

Retained for up to seven years for HMRC purposes then destroyed by secure shredding
 Locked metal storage - never kept in car overnight

Emails Pupils

Payment and payee Pupils (and
 details, date and time of payees if
 lesson, duration of different)
 lesson, meeting point for lessons

Organising and running lessons, accounting. Records for insurance and emergency services
 Deleted as soon as action has been taken/ within one calendar month

Password protected laptop and phone

Social media conversations – messenger, Facebook, Instagram

Payment receipts, email address, electronic signature details, inquiry details

Organising and running lessons, accounting

Password protected laptop and phone

Texts Pupils

Phone number, name, lesson and test time and date, pickup/drop off, cancellations, photos

Deleted as

Pupils

Organising and running

soon as pass or lessons, Marketing

when lessons cease

Phone number, name, lesson and test time and date, pick up/drop off, cancellations

Deleted as soon as pass or when lessons cease

Password protected phone

Voicemail Pupils/Business

contacts

Organising and running lessons

Phone number, name, lesson and test time and date, pickup/drop off, cancellations, inquiry details

Deleted as soon as inquiry is responded to - within 7 days

Password protected phone

Phone records

Organising and running lessons

Name and contact number, email address, organisation, business transactions

Deleted as soon as pass or when lessons cease

Password protected phone

Signed GDPR privacy notice

Pupils/Business contacts

Managing business

To comply with GDPR regulations and ensuring transparency in terms of data collecting/Storage/sharing and processing

Kept as advised by insurance company

Locked metal storage

Dash cam records

Pupils Name, address and signature

External view of car route and other traffic vision only (no sound recording)

drive – during the lesson in case viewed of accident etc.

7. Right to access/rectify/erase personal information

Deleted within No personal data

2 hours of recording

Under data protection legislation you have the right to request copies of the information that we hold about you. To make a request for details of the personal information, contact Chris Hood at Ticketyboo Driving School.

You also have the right to:

Object to processing personal data that is likely to cause, or is causing, damage or distress
Prevent processing for the purpose of direct marketing
Object to decisions being taken by automated means
Have inaccurate personal data rectified
Claim compensation for damages caused by a breach of the Data Protection regulations
Have your personal data erased and no longer processed where your personal data is no longer necessary in relation to the purposes for which it was collected or otherwise processed
Withdraw your consent to us holding and using your data

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

8. Data Review

Data will be reviewed at least every six months or earlier at the client's request.

9. Data Breaches

Any Data Breach is recorded and reported Within 72 hours of the breach, the breach will be reported to the Information and Communication Office (ICO) "unless the personal data breach is unlikely to result in a risk to the rights and freedoms of natural persons."

When the personal data breach is likely to result in "a high risk to the rights and freedoms of natural persons", we shall communicate the personal data breach to those concerned as soon as possible, detailing what data was accessed.

An investigation will be carried out as to how the breach occurred and we will put in place any measures

required to prevent future occurrences.

Ticketyboo Driving School Privacy Notice and Consent Agreement

I have read Ticketyboo's Privacy Notice and understand that I have the right to withdraw consent at any time. I know I can obtain a copy of the notice any time as it is available on the Ticketyboo Driving School website at www.ticketyboodriving.com

Agreement to collect, share and store personal details

I,..... accept the information in the privacy notice, and agree to share my personal details for the reasons described.

Signed.....Date.....

Sharing photos

When you pass, you may like to use your phone to take a photo of yourself with your pass certificate to share on Facebook/Instagram. This is your decision. If you would like to share it with Ticketyboo Driving School/Chris Hood, please feel free to do so, it is wonderful to celebrate your success! We will only share photos onwards on Facebook/Instagram with your consent. If you would like your photo to appear on the business website, please let Chris Hood of Ticketyboo Driving School know, as we will only do so with your signed consent. If you do not wish for any photos to be taken or shared then it's not a problem at all-it's up to you. If you change your mind you can withdraw your consent at any time.

Agreement to share photos on Facebook/Instagram

I,..... am happy for Chris Hood of Ticketyboo Driving School to share a photo of me holding my pass certificate on Facebook/Instagram if I chose to share it with him.

Signed:

& Date:

Agreement to share photos on Ticketyboo Driving School website

I,..... am happy for Chris Hood of Ticketyboo Driving School to post a photo of me holding my pass certificate on his website.

Signed:

& Date:

Article 5 of the GDPR requires that personal data shall be:

a. processed lawfully, fairly and in a transparent manner in relation to individuals; b. collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes; c. adequate, relevant and limited to what is necessary in relation to the purposes for which they are

processed; d. accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that

personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay; e. kept in a form which permits identification of data subjects for no longer than is necessary for the

purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and f. processed in a manner that ensures appropriate security of the personal data, including protection

against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.”

The basis upon which we are basing the information is one of “Legitimate Interests”

✓ We have checked that legitimate interests is the most appropriate basis. ✓ We understand our responsibility to protect the individual’s interests. ✓ We have conducted a Legitimate Interests Assessment (LIA) and kept a record of it, to ensure that we can justify our decision. ✓ We have identified the relevant legitimate interests. ✓ We have checked that the processing is necessary and there is no less intrusive way to achieve the same result. ✓ We have done a balancing test, and are confident that the individual’s interests do not override those legitimate interests. ✓ We only use individuals’ data in ways they would reasonably expect, unless we have a very good reason. ✓ We are not using people’s data in ways they would find intrusive or which could cause them harm, unless we have a very good reason. ✓ We have considered safeguards to reduce the impact where possible. ✓ We have considered whether we can offer an opt out. ✓ We keep our LIA under review, and repeat it if circumstances change. ✓ We include information about our legitimate interests in our privacy information.