



NextStep Driving School customer privacy notice

This privacy notice explains what personal information NextStep Driving School collects, why we use it, who we may share it with and your rights.

Who we are

NextStep Driving School is operated by **Jack Newport as a sole trader**. Jack Newport trading as NextStep Driving School is the data controller responsible for your personal information.

Email

contact@nextstepdriving.com

Telephone

07437 435 380

What information we use

The information we collect depends on how you use our services.

If you enquire about or take driving lessons with us, we may use your:

- name and contact details;
- address and agreed lesson pick-up or drop-off locations;
- lesson bookings, attendance, driving progress and test information;
- driving licence information relevant to your tuition;
- payment and transaction information;
- messages and other communications with us;
- relevant details provided by a parent, guardian or carer;
- health information where you choose to provide it and it is relevant to your lessons or safety; and
- information about penalty points, convictions or disqualifications where it is relevant and we are legally permitted to use it.

We also process limited information in some other circumstances.

Website enquiries: our enquiry form can collect your name, phone number, previous driving experience and, if you choose to provide them, your email address, postcode, availability and a message.

Website security: when you use our website, limited technical information such as your

IP address, browser or device information and security logs may be processed. We use Cloudflare Turnstile to help protect the enquiry form from spam and automated abuse.

Photographs and pass posts: if you agree to take part, we may use your photograph, name and driving-test pass information on our website or social media.

Dashcam: the tuition vehicle uses an outward-facing dashcam for road safety, vehicle security and dealing with incidents, insurance matters or legal claims.

You do not have to provide information unless it is needed to deal with your enquiry or provide your lessons. However, we may not be able to respond to your enquiry or provide tuition if necessary information is not provided.

Why we use your information

Under data protection law, we need a lawful reason to use personal information.

We mainly use your information:

To provide or arrange driving tuition. This includes responding to enquiries, booking lessons, recording progress, communicating with you and arranging driving tests. This is usually necessary to take steps towards, or perform, our contract with you.

To run and protect the business. We have legitimate interests in dealing with enquiries and complaints, communicating with parents or carers where appropriate, protecting the website, supporting road safety, investigating incidents and protecting ourselves against legal claims.

To meet legal obligations. For example, we need to keep certain financial records for tax and accounting purposes and may need to provide information to public authorities where the law requires it.

Where you give permission. We use consent where appropriate, including for photographs and social-media pass posts. You can withdraw your consent at any time.

Health information

Health information receives additional protection under data protection law.

If health information is relevant to your driving tuition and you choose to provide it, we may record and use it where necessary to provide your lessons safely and appropriately. Where we rely on your explicit consent, we will obtain that consent separately and you can withdraw it at any time.

Please do not include medical information in the initial website enquiry form. Anything relevant can be discussed separately if needed.

Driving convictions and penalty points

Information about driving convictions, penalty points or disqualifications may also receive additional protection under data protection law.

We only use or retain this information where it is relevant, necessary and we have a lawful basis for doing so.

Website enquiries

When you send an enquiry through nextstepdriving.com, we use the information you provide to respond to you about driving lessons.

Cloudflare Turnstile checks the submission to help identify automated or abusive activity. Once the form has been successfully verified, the enquiry is securely forwarded using Google Apps Script and MailApp to **contact@nextstepdriving.com**.

Website enquiries are not added to Google Forms or Google Sheets.

Please do not include medical information, driving convictions or other sensitive personal information in the website enquiry form. Anything relevant can be discussed separately if needed.

Where we get information from

Most personal information comes directly from you.

We may also receive information from a parent, guardian or carer where they are arranging, paying for or helping to manage tuition.

Limited technical information is collected automatically when you use our website, and the vehicle's outward-facing dashcam records the road while it is in use.

Who we share information with

We only share personal information where it is reasonably necessary to run the driving school, provide your tuition or meet a legal obligation.

Services we use include:

- **Total Drive** for managing pupils, lessons and progress records;
- **WhatsApp** for communications;
- **Google** for email and website-enquiry delivery;
- **Cloudflare** for website security; and
- **Apple/iCloud** for relevant cloud storage and contact synchronisation.

We may also share relevant information with parents or carers where appropriate, banks and payment providers, insurers, social-media platforms where you have agreed to publication, and public authorities such as HM Revenue & Customs, the police, courts or regulators where legally required or permitted.

We do not sell your personal information.

International processing

Some of the companies we use to provide technology and communication services may process personal information outside the UK.

Where required, international transfers are protected by UK adequacy arrangements or approved contractual safeguards.

You can contact us for more information about the safeguards that apply to your

information.

How long we keep information

We do not keep personal information for longer than we reasonably need it.

As a general guide:

- enquiries that do not lead to lessons are normally kept for up to **12 months after the last contact**;
- routine contact details and communications are normally kept while you are learning and for up to **12 months afterwards**, unless needed for another legitimate reason;
- lesson, attendance, test and progress records may be kept for up to **6 years after your final lesson**;
- financial and accounting records are kept for the period required by tax law;
- complaints, incidents and claims may be kept for up to **6 years**, or longer where a legal matter requires it;
- dashcam footage is normally overwritten automatically unless footage needs to be kept for a particular incident; and
- health information and other particularly sensitive information is kept only for as long as it is needed for the relevant purpose.

Photographs or pass posts are kept or published for the purpose you agreed to. If you withdraw your consent, we will remove them from accounts we control where reasonably possible.

Your rights

Depending on the circumstances, data protection law may give you the right to ask us to:

- provide a copy of your personal information;
- correct information that is inaccurate or incomplete;
- delete or restrict the use of your information;
- receive certain information in a portable format; or
- withdraw consent where we rely on your consent.

Your right to object

Where we use your information because of our legitimate interests, you have the right to object to that use.

We will consider your objection and stop the processing unless we have a lawful reason to continue.

To exercise any of your data protection rights, contact **contact@nextstepdriving.com**. We will normally respond within one month.

You can find more information about your rights on the Information Commissioner's Office website.

How to complain

If you are concerned about how we have used your personal information, please contact us:

Email: contact@nextstepdriving.com

Telephone: 07437 435 380

We will acknowledge a data protection complaint within 30 days unless we are able to provide a full response sooner. We will investigate the complaint and let you know the outcome.

If you are unhappy with our response, you can also complain to the **Information Commissioner's Office (ICO)**:

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

Telephone: 0303 123 1113

Website: ico.org.uk