



Privacy Policy

Effective Date: 1 August 2025

Last Updated: 1 August 2025

1. Who We Are

Welcome to **Ministry of Driving** (www.ministryofdriving.co.uk). We are a UK-based driving school providing professional tuition and related driving services.

Your privacy is very important to us. This Privacy Policy explains how we collect, use, store, and protect your personal information in line with the UK GDPR and other applicable data protection laws.

2. Information We Collect

We may collect the following types of personal information when you use our website or services:

1. **Personal Identification Information** – full name, email address, phone number, date of birth.
2. **Driving Details** – provisional licence details, driving test dates, lesson preferences.
3. **Payment Information** – processed securely via trusted third-party payment providers.
4. **Technical Data** – IP address, browser type, device type, and cookies (see Section 7).
5. **Communication Data** – messages, enquiries, and feedback.

3. How We Collect Your Data

We collect information through:

1. Online forms (e.g., contact or booking forms).
2. Email, phone calls, or other direct communications.
3. Cookies and website analytics tools (e.g., Google Analytics).

4. Why We Collect Your Data

We use your personal data to:

1. Arrange and manage driving lessons.
2. Communicate with you about bookings, cancellations, or rescheduling.
3. Send payment confirmations, receipts, and reminders.
4. Respond to enquiries and provide customer support.
5. Improve our website, services, and user experience.
6. Meet legal, regulatory, or tax obligations.

5. Lawful Basis for Processing

We process personal data under the following lawful bases:

1. **Contractual obligation** – to deliver driving lessons and related services.
2. **Consent** – for marketing or promotional communications (you may withdraw consent at any time).
3. **Legitimate interest** – to improve and manage our operations.
4. **Legal obligation** – where required to comply with applicable laws.

6. Sharing Your Data

We do not sell your personal data. We may share limited information with:

1. **Payment providers** (e.g., SumUp, PayPal) for secure transactions.
2. **Analytics providers** (e.g., Google Analytics) to monitor website performance.
3. **Driving instructors** – to organise and deliver your lessons.
4. **Legal authorities** – where required by law or to protect our rights.

All third parties are required to handle your data securely and lawfully.

7. Cookies and Tracking

Our website uses cookies to:

1. Analyse how visitors use the site.
2. Enhance user experience.
3. Store user preferences.

You can manage or disable cookies via your browser settings. On your first visit, you will see a cookie banner requesting your consent.

8. Data Retention

We will retain your personal data only for as long as necessary to:

1. Fulfil the purposes for which it was collected.
2. Comply with legal, tax, or accounting requirements.

Typically, we retain data for up to **six (6) years** after your last interaction with us, unless you request earlier deletion.

9. Your Data Protection Rights

Under the UK GDPR, you have the right to:

1. Access the personal data we hold about you.
2. Request correction or deletion of your data.
3. Restrict or object to certain types of processing.
4. Withdraw consent at any time (where processing is based on consent).
5. Lodge a complaint with the **Information Commissioner's Office (ICO)**.

To exercise your rights, please contact us using the details in Section 11.

10. How We Protect Your Data

We take data security seriously and implement appropriate measures, including:

1. SSL encryption for secure online data transfer.
2. Secure third-party payment gateways.
3. Restricted access to personal data for authorised staff and instructors only.
4. Regular reviews of our data security practices.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or the way we handle your data, please contact us:

Ministry of Driving

Email: info@ministryofdriving.co.uk

Website: www.ministryofdriving.co.uk

ICO Registration Number:

12. Changes to This Policy

We may update this Privacy Policy from time to time. Any significant changes will be posted on our website, and where appropriate, you may also be notified directly. We encourage you to review this page periodically to stay informed.