

Our privacy policy.

What data do we collect from you?

When you book a course with us we store your name, contact phone number and email address, with a short description of your current riding experience. With full-licence courses we will also store your driving licence number.

If you make any payment over the phone or online, our card processing companies (Worldpay & Stripe) will store your card details, phone number, email address and card billing address. These companies are GDPR compliant. Once the payment has been processed our access to this data is limited to your name, card billing address, phone number, email address, first 4 and last 4 digits of your card number, expiry date and the date of the transaction. This is only accessible by our Data Protection Officer (DPO) & Bookings Manager (BM).

When paying on-site we use iZettle on a passcode protected iPad accessible by all instructors. iZettle is GDPR compliant and once obtained, all card data and email information is disguised and cannot be accessed by us in its full and identifiable entirety.

If you take a Compulsory Basic Training (CBT) course with us the certificate (DL196) which is issued to you (of which we will keep a copy of) will contain the following information:

- Driving licence number
- Date of course completion
- Your age
- Time of course completion
- Your date of birth
- The type of bike you completed the course on
- Your name as it appears on your driving licence
- Your current address
- Your driving licence type

On your first day of the course we will ask you to complete an insurance declaration form and to provide emergency contact details, which will require a name and contact phone number.

What do we do with this data?

Your name:

Stored in our customer database (only accessible by our DPO & BM) and also placed in the the school's diary (accessible by all instructors, DPO & BM) on each day you attend a training session with us. All diary and database entries are retained indefinitely to aid us with future enquiries you may have about training undertaken with us, such as CBT renewals or licence category upgrades.

Your contact phone number:

Also stored in our customer database and also stored in the school diary on the first day of your training course. This is only used if we absolutely need to contact you, such as a course postponement due to instructor illness, or follow-up phone call on a query you may have.

Email address:

Stored in our customer database and is only used to reply to questions and / or send out course information. We store all email conversations indefinitely.

Your riding experience

Entered in to the diary on the first day of your training course and is used to assign a balanced group of riding abilities to each instructor and to allow instructors to tailor each course to the individual. We generally only ask and use this data for CBT courses.

Your driving licence number

Stored in our customer database and is used to to assign pre-booked Module 1 and 2 tests to you, or to book tests for you.

Information on the CBT certificate

The date of the course and your driving licence number is shared with the Driving & Vehicles Standards Agency (DVSA). The DVSA, on occasion, will also ask to see our copy of the certificate. The DVSA are GDPR compliant. All instructors have access to this information whilst the CBT certificate pad is live. Live pads are stored in a locked safe when not in use and are only accessible by instructors and the DPO. Exhausted pads are stored off site in a secure location only accessible by the DPO. The pads are retained for two years before being destroyed by a professional and GDPR-compliant company.

Signature on insurance declaration form and emergency contact details

Retained for the duration of the course in the on-site locked safe and is shredded on completion of the course or, in the case of a motorcycle being damaged, after the damage has been repaired and paid for.

Sharing of data

We do not share your information with third parties, other than that which is detailed above.

How we protect your data

The customer database is held on a Google Server and requires two-step verification to access, with access only granted to the DPO and BM. All PC's used to access the database are password & firewall-protected.

The school diary is also held on a Google Server with instructors fully briefed on mobile device security when accessing it.

Further information

You may request details of all personal information we hold about you by writing or emailing us. We will provide this information within 48 hours.

You may ask us to remove or amend information we hold about you by writing or emailing us. We will delete / amend information within 48 hours.

If you have more questions please call or email us.

Data Protection Officer:

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