



Privacy Policy

At Tockwith Training, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to bookings@tockwithtrain.co.uk or by writing to Tockwith Training Services Ltd, The Training Centre, Shirbutt lane, Hessay, York YO26 8JT. Alternatively, you can telephone 01904 737049

Who are we?

We're Tockwith Training, Yorks largest Industrial Driving School dedicated to helping our customers pass their driving or operating tests. We also work with the Driver Vehicle Standards Agency and industry associations to process these qualifications.

How do we collect information from you?

We obtain information about you when you use our services by completion of paper based forms and copy of driver licence data at our centre and/or via email, normally at the point of booking a course and during the final part of a training course to confirm correct processing of relevant qualifications undertaken.

What type of information is collected from you?

The personal information we collect might include your name, address, email address. If you make a purchase a product from us, your card information is stored only by us to process your payment, CVS card numbers are not stored at any point.

How is your information used?

We may use your information to:

- process a payment that you have made;
- process orders that you have made;
- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested,

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the invoice for VAT purposes). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process the booking for your driving test). However, when we use third party service providers, we disclose only the

personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

Your choices

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: bookings@tockwithtrain.co.uk or telephone on 01904 737049

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: bookings@tockwithtrain.co.uk, or by writing to Tockwith Training Services Ltd, The Training Centre, Shirbutt lane, Hessay, York YO26 8JT. Alternatively, you can telephone 01904 737049

You have the right to ask for a copy of the information Tockwith Training Services Ltd hold about you (we may charge £10 for information requests) to cover our costs in providing you with details of the information we hold about you.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected with the following software 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in April 2017.