



DDE Privacy Policy

As part of running our business, and providing courses, DDE & DDE+ (Drink Driver Education) sometimes needs to collect, maintain and use personal data about you. That will normally be if you are a current, past or prospective client who has been or will be going on one of our courses.

Just so you know, the legal basis that we have to process your data falls into the following areas: Firstly, where we have a legal obligation; if you are attending one of our court-appointed courses we have a legal obligation to process personal data related to your conviction. Secondly, if we have a legitimate reason – for example, you have asked us for information which requires a response.

Personal Information

Any personal information you give us, either on this website (for example, via a contact form), via email or direct mail, phone contact or direct contact with the company in person will never be sold, rented or made public without your consent.

We take your privacy seriously. We will only use your information for the legal basis with which we hold it. Sometimes, to do that we might need to pass information on to a third party (for example reporting back to the courts on completion of a course). When we do, we will use safe, reliable, GDPR compliant methods. We will not ever pass your personal details anywhere else.

Information we collect

We may collect the following details from you:

1. Contact, course, and legal information

- name
- address incl. postcode
- date of birth
- email and phone [mobile and land line]
- name of the court that convicted you
- case number
- details of conviction
- dates we contacted you
- brief notes of our contact
- course booking information
- counterfoil of your payments
- quiz scores – to check our effectiveness
- Certificate or Notice of Non-Completion data

2. Site visits tracking

We sometimes collect visitor behaviour on our website. This data tells us which pages are visited, the sorts of searches that are used to find out what people do on the site when they are there. It does not tell us anything personal about the people visiting the site, just what they do.

We use cookies to track that data. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information.

If you want to know more about cookies, visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies. The website above will tell you how. However, do bear in mind some of our website features may not function as a result. Have a look at our cookie policy here: **See also Cookie Policy**

We may use the data to improve our website based on what we see visitors' activity.

2. Contact by form or email

If you email us, either using a website contact form or by sending a direct email, we will get that information in an email. That data is not stored on our website.

We may keep a record of contacts (such as emails that have been sent and received), but again we will not use the details for anything other than the relevant legal reasons stated.

What we do with that information

Where appropriate, we will use the information we keep about you to:

1. To carry out our legal obligations, specifically:
 - a. internal record keeping and to provide you with a service
 - b. to compile statistical information for* the DfT, DVSA or JAAPT
 - c. to provide either a Certificate of your course completion or Notice of Non-Completion
 - d. to provide evidence for JAAPT audits
2. To respond to requests that you have made.

How we store that information

If you email, write to or phone us and we need to store your details for any of the legal bases explained, we will store it securely on company computers. We also store some details on paper records, and when we do so, they are stored in a locked secure location.

We are committed to ensuring that all your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect about you.

How long we keep information

We do not hold your information any longer than is necessary for our legal obligations. In the case of court-appointed courses, all records, both electronic and physical are destroyed 24 months from your 'Date of Completion' of your course.

Access to your information and correction

You have a number of rights including the right to request a copy of the information that is held about you. If you'd like to know what information is held, please contact us, using the form below on this website, and we will reply to you by email. Legally that is within one working month, but we will aim to reply as soon as we can. We want to make sure that your personal information is

accurate and up to date. So, once you have any information, you can ask us to correct or remove anything you think is wrong. For a full list of your rights, have a look at the ICO Website.

We will normally be happy to help at no charge, however where requests are manifestly unfounded, excessive, or repetitive after an initial, responded to, request, we may charge an admin fee to cover the time taken to fulfil the request.

Designated Data Controller

The designated data controller for Drink Driver Education is Roger Singer. You may contact Roger by using the form below.

Breaches

We will report any unlawful breaches of data held by us to the ICO as required (<https://ico.org.uk/for-organisations/report-a-breach/personal-data-breach/>) within 72 hours of becoming aware of a breach taking place if it is apparent that personal data stored in an identifiable manner has been stolen.

Other Information

All traffic (transferral of files) between this website and your web browser is encrypted and delivered over HTTPS.

Our website contains links to other websites. This privacy policy only applies to this website, so when you link to other websites you should read their privacy policies.

Future changes

This privacy policy may change from time to time in line with legislation or industry developments. We will not explicitly inform our clients or website users of these changes. Instead, we recommend that you check this page occasionally for any policy changes.

Form to go on website page here. Form will manage appropriate requests relating to GDPR.