Privacy Notice

DRIVE WITH TRACY | Manual Driving Lessons, Aberdeen

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This notice explains how Drive with Tracy handles personal information in connection with driving tuition.

1. Who is responsible for your information

I am Tracy Mahoney, trading as Drive with Tracy. I am responsible for the pupil information used to run my driving school. For privacy questions, contact tracy@drivewithtracy.org or 07794 173033.

2. Information I collect

I may collect your name and contact details, home or pickup address, date of birth, driving-licence information, lesson history, progress and training notes, payment and lesson-credit information, test details, messages, emergency contacts, and relevant photographs.

I may also ask about health conditions, medication, disability or learning needs where information is relevant to safe tuition or adapting lessons. For pupils under 18, I may collect parent or guardian details. I only seek information relevant to delivering the service.

3. Why I use information and the lawful basis

I use information to arrange and deliver tuition, communicate about bookings, track payments and lesson credits, monitor learning and readiness for driving tests, protect safety, handle complaints and maintain necessary business records.

Depending on the purpose, the relevant lawful basis may be performance of our tuition agreement, compliance with a legal obligation, or legitimate interests such as maintaining proportionate business and safety records. Optional publication of pass photographs relies on separate permission.

Health information has additional legal protection. Before collecting or storing such information, I must identify and document both an appropriate UK GDPR lawful basis and a separate special-category condition. I limit access and ask only for information necessary for the stated purpose.

4. Where information is stored

Records may be managed using my mobile phone or tablet, email, WhatsApp, Google Drive and Aberdeen Business Online systems for registration, lessons, progress, payments and document acknowledgements. Access is limited to what is reasonably required. Service providers may process data to support these services.

5. Under-18 pupils and other payers

A parent or guardian may be involved in booking, payment or general progress updates where appropriate. Paying for an adult pupil does not automatically give a third party unrestricted access to that pupil's personal information. Any agreed refund normally goes to the original payer.

6. Dashcam footage

My tuition vehicle has road-facing and other external-view cameras which record when the ignition is on. Audio is not recorded. The main purpose is evidence relating to road incidents or accidents. Footage is automatically overwritten after a short period unless relevant footage must be kept for an incident, insurance matter or legal reason.

Where appropriate, relevant footage may be provided to insurers, police or other authorities. I do not use dashcam recordings for public promotion without a separate lawful basis and appropriate permissions.

7. Pass photographs and publicity

If you pass your test, I may ask for separate optional permission to publish a photograph and, where agreed, your first name on my business social-media channels. You can refuse without affecting tuition. Permission is intended to be recorded through a separate digital pupil consent and signature process when available; until this is operational, I must obtain and retain a separate written record before publication.

You can withdraw permission for future use by contacting me. I will consider reasonable removal requests for material already published.

8. How long information is kept

I keep active pupil information while it is needed to provide tuition. After lessons end, I review what information is still needed and securely delete, anonymise or restrict records when they are no longer required.

Some records may need to be retained for legitimate accounting, insurance, complaints, safeguarding, consent or legal purposes. Those records are kept only as long as necessary for the relevant purpose and reviewed periodically. Routine dashcam footage is overwritten unless saved for a specific incident.

9. Who information may be shared with

I share information only where reasonably necessary for operating the tuition service, with service providers, with your permission, to protect someone's safety, or where legally required. I do not sell pupil information for unrelated marketing.

10. Your data protection rights

You may ask to access your information, correct inaccuracies, request deletion or object to particular uses where the law provides those rights. Contact me to raise a concern. You may also complain to the Information Commissioner's Office at ico.org.uk.

11. Changes to this notice

This notice is version controlled. Where a material change affects current pupils, I will provide the updated notice through the pupil-documentation process.