



Privacy Policy (comes into effect on 25th May 2018)

Following General Data Protection Regulation ("GDPR") and UK data protection laws. For the purposes of these laws, the controller is Excelerate Motorcycle Training Centre.

About this document

This privacy policy sets out the way we process your personal data and we've created this privacy policy to make sure you are aware of how we use your data as users of our venues and services.

How we collect your information

We may collect your personal data in a few limited ways, namely:

- Directly from you, when you book a course with us or lesson with us
- Directly from you when you contact us to ask for information, either by phone or email.

The types of information we collect

We may collect the following types of personal data about you:

- Contact and communications information, including your contact details (including email address(es), telephone numbers and postal address(es) and records of communications and interactions we have had with you);
- Certain other information, like your driving license, needed to book tests with DVSA and for insurance purposes.

We may also collect data about your health or medical conditions, where you have volunteered this, for example so that we can cater for you when you attend a course and keep you safe when engaging in activities with us.

How we use personal data

Personal data provided to us will be used for the purposes set out at the time of collection and, where relevant, in accordance with any preferences you express.

More generally, we will use your personal data for the following purposes:

- Administration of your course booking, including:
- Informing you about last-minute changes to a lesson;

- Fulfilment or administration of orders for goods and services, including Motorcycle tests and lessons;

Your marketing preferences

We will always respect your wishes in respect of what type of communications you want to receive from us and how you want to receive them. There are some communications, however, that we need to send you regardless of your marketing preferences in order for us to fulfil our contractual obligations to you as users of our venues. Examples of these essential service communications are:

- Records of transactions, such as payment receipts or Direct Debit confirmations (as applicable).
- Lessons or tests cancellation or modification.

You are in control of how we communicate with you. You can update your choices and/or your contact details at any time by contacting us at:

Telephone: 01252 401 250

Email: excleratemtcsurrey@gmail.com

Post: 32 Reading Road, Farnborough, Hampshire, GU14 6NB

Sharing your information with others

We do not sell or share your personal data with other organisations, other than as set out below.

Personal data collected and processed by us may be shared with the following third parties, where necessary:

- Our contractors, including trainers / instructors.
- The examiners and the DVSA.

How long your information is kept

We keep your personal data only for as long as necessary for each purpose we use it. For insurance purposes, we will keep your data for a period of seven years after your last interaction with us.

Your rights

Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it. You can also withdraw your consent, where this is the basis for our processing your data (without affecting the lawfulness of our previous processing based on consent).
- Request the transfer of your personal data to another party.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

Contact and complaints

If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact Diana Papadopoulos:

- by email: excleratemtcsurrey@gmail.com
- by telephone: 01252 401 250;
- or by post: 32 Reading Road, Farnborough, Hampshire, GU14 6NB

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website: www.ico.org.uk.

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