

PRIVACY POLICY

Effective Date: May 2026

1. Introduction

LCC Driving is committed to protecting your privacy and handling your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy explains what information we collect, how we use it, how we store it, and your rights regarding your personal data.

2. Data Controller

The data controller responsible for your personal information is:

Business Name: LCC Driving

Website: <https://lcclessons.systeme.io/lccdriiving>

3. Information We Collect

We may collect and process the following personal information:

- * Name
- * Email address
- * Telephone number
- * Postal address (where applicable)
- * Driving lesson enquiry details
- * Lesson booking information
- * Payment information (where applicable)
- * Communications between you and us
- * Website usage information collected through cookies and analytics tools

4. How We Collect Your Information

We collect information when you:

- * Complete a contact form on our website
- * Enquire about driving lessons
- * Book driving lessons
- * Contact us by phone, email, text message, WhatsApp or social media
- * Subscribe to marketing communications
- * Visit and use our website

5. How We Use Your Information

We use your information to:

- * Respond to enquiries
- * Arrange and manage driving lessons
- * Communicate with you regarding bookings and services
- * Process payments
- * Maintain business records
- * Improve our services and website
- * Meet legal and regulatory requirements
- * Send marketing communications where you have consented to receive them

6. Legal Basis for Processing

Under UK GDPR, we process personal information on one or more of the following lawful bases:

- * Consent
- * Contractual necessity
- * Legal obligation
- * Legitimate interests
- * Vital interests (where applicable)

You may withdraw your consent at any time by contacting us.

7. Sharing Your Information

We do not sell, rent, or trade your personal information.

We may share information with:

- * Professional advisers
- * Payment providers
- * Customer relationship management (CRM) systems
- * Website hosting providers
- * Software providers used to manage bookings and communications
- * Regulatory or law enforcement authorities where required by law

Any third-party service providers are required to process your data securely and only for authorised purposes.

8. Data Security

We take appropriate technical and organisational measures to protect your personal information from unauthorised access, loss, misuse, alteration, or disclosure.

Access to personal information is restricted to those who need it for legitimate business purposes.

9. Data Retention

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected.

Generally, enquiry and customer records may be retained for up to two years following your last interaction with us, unless a longer retention period is required by law or agreed with you.

When information is no longer required, it will be securely deleted or anonymised.

10. Cookies and Website Analytics

Our website may use cookies and similar technologies to improve functionality and analyse website performance.

You can control cookie settings through your web browser.

11. Marketing Communications

Where you have given consent, we may send you information about our services.

You can opt out of marketing communications at any time by contacting us or using the unsubscribe option included in marketing emails.

12. Your Rights

Under UK GDPR, you have the right to:

- * Access your personal information
- * Correct inaccurate information
- * Request deletion of your information
- * Restrict processing
- * Object to processing
- * Request transfer of your information where applicable
- * Withdraw consent where processing is based on consent

To exercise any of these rights, please contact us using the details provided above.

13. Complaints

If you are unhappy with how we process your personal information, please contact us first so we can try to resolve your concerns.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office
Website: <https://ico.org.uk>
Telephone: 0303 123 1113

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any changes will be published on this page and will take effect immediately upon publication.

15. Contact Us

If you have any questions regarding this Privacy Policy or the way your personal information is handled, please contact:

LCC Driving

Website: <https://lcclessons.systeme.io/lccdriiving>

