DATA PROTECTION & PRIVACY NOTICE

Lighthouse Driving School

This notice explains how Lighthouse Driving School collects, uses, stores and protects personal data. It also sets out the basic data protection expectations for Lighthouse instructors when handling pupil and enquiry information.

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Organisation	Lighthouse Driving School
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Data queries	info@lighthouse-ds.co.uk
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CONTENTS

1. Purpose of this notice
2. What information Lighthouse may collect
3. How Lighthouse uses personal data
4. Sharing personal data
5. Data security and retention
6. Instructor responsibilities
7. Pass photos, social media and marketing content
8. Your data protection rights
9. Contact and complaints

1. Purpose of this notice

1.1 Lighthouse Driving School is committed to handling personal data lawfully, fairly and responsibly.

1.2 This notice explains how Lighthouse Driving School may collect, use, store and share personal data in connection with driving lessons, training, enquiries, administration and related services.

1.3 It also sets out basic data protection expectations for Lighthouse instructors when handling pupil and enquiry information.

2. What information Lighthouse may collect

2.1 Lighthouse may collect personal information such as names, contact details, addresses, dates of birth, lesson booking details, driving test details, payment information, lesson progress notes, and communications relating to lessons or enquiries.

2.2 Lighthouse may also receive personal data through website enquiries, online contact forms, Google Forms, social media messages, telephone calls, referrals, safeguarding reports, complaints and general business correspondence.

2.3 In some circumstances Lighthouse may hold records relating to incidents, complaints, safeguarding concerns or other matters connected to the safe and lawful running of the business.

3. How Lighthouse uses personal data

3.1 Lighthouse may use personal data to respond to enquiries, arrange and deliver driving lessons, allocate pupils to instructors, manage lesson bookings, keep business records, take payments, communicate with pupils and parents where appropriate, and support pupils through their learning journey.

3.2 Lighthouse may also use personal data where necessary for safeguarding, complaint handling, legal compliance, business administration, quality assurance and protecting the safety, welfare or legitimate interests of Lighthouse, its pupils and instructors.

3.3 Lighthouse will only use personal data for legitimate business purposes and will aim to collect only the information reasonably needed for those purposes.

4. Sharing personal data

4.1 Lighthouse may share relevant personal data with the pupil’s allocated instructor, Lighthouse directors or administrators, payment providers, and service providers who support the operation of the business where this is reasonably necessary.

4.2 Lighthouse may also share information where required for safeguarding, legal, regulatory or law enforcement reasons, including where disclosure is necessary to protect a person’s safety or comply with a legal obligation.

4.3 Lighthouse does not sell personal data.

5. Data security and retention

5.1 Lighthouse will take reasonable steps to keep personal data secure and to protect it against unauthorised access, accidental loss, misuse or disclosure.

5.2 Personal data will be kept only for as long as reasonably necessary for the purpose for which it was collected, including lesson administration, complaint handling, safeguarding, accounting, legal or insurance purposes.

5.3 Where data is no longer needed, Lighthouse will aim to delete, destroy or anonymise it appropriately.

6. Instructor responsibilities

6.1 Lighthouse instructors may hold pupil contact details, addresses, lesson information and related records on their phone, diary, email or business systems for legitimate lesson and administration purposes.

6.2 Instructors must keep pupil information secure, must not use it for unrelated personal purposes, and must not share it casually with other instructors, friends, family members or any person who does not need it for legitimate Lighthouse business.

6.3 If an instructor becomes aware of a personal data breach, accidental disclosure, lost device or other data protection issue affecting Lighthouse or its pupils, they must report it to Lighthouse promptly.

7. Pass photos, social media and marketing content

7.1 Lighthouse may use pass photos, testimonials, social media content or other marketing material where Lighthouse's consent or permission arrangements allow this.

7.2 Instructors must only use pupil photos, videos or identifying information in line with Lighthouse requirements and must not use such material outside legitimate Lighthouse business purposes.

8. Your data protection rights

8.1 Depending on the circumstances, individuals may have rights in relation to their personal data, including the right to request access to their data, ask for inaccurate data to be corrected, ask for data to be erased or restricted in certain circumstances, and object to certain uses of their data.

8.2 Lighthouse will consider data rights requests in line with applicable UK data protection law.

9. Contact and complaints

9.1 Questions about this notice or requests relating to personal data should be sent to **info@lighthouse-ds.co.uk**.

9.2 If a person is unhappy with how Lighthouse has handled their personal data, they should raise the matter with Lighthouse first so that it can be reviewed and, where possible, resolved.