

PRIVACY POLICY

This privacy policy is for the business MSM-Shropshire and governs the privacy of its customers and website users. MSM-Shropshire runs as a partnership between husband Martin Oldershaw and wife Diane Oldershaw. There are no employees.

The policy sets out the different areas where user privacy is concerned and complies with the General Data Protection Regulation (GDPR). The business is registered with the ICO (Information Commissioner's Office) <https://ico.org.uk/>

PERSONAL DATA

We hold personal data. It is used solely for the functioning, accounting and promotion of MSM-Shropshire. Personal data is not shared or sold to third parties.

Types of data held

We hold names, addresses, telephone numbers, email addresses, driving licence numbers, notes that are relevant to the arrangement of driving lessons, testimonials and photographs.

Where the data is held

Data is entered and stored on Google contacts and Google Calendar. The data is accessed via password protected computers and mobile devices. Passwords remain securely with the partners of the business.

What we do with the data

We use data to contact clients to arrange dates, times, payments and meeting places for their driving lessons. We sometimes use driving licence numbers to conduct legal checks with the DVSA (Driver and Vehicle Standards Agency).

Photographs and Testimonials

We publish testimonials that clients write and photographs that we take of them on our website www.msm-shropshire.co.uk and our business associated social media. We ask for a client's consent first and will not publish if there is no consent.

In car Cameras (Dash Cams)

The tuition car used for driving lessons has dash cameras installed. They are mounted outward facing on the front and rear windcreens and are set so that no voice is recorded.

Deletion of data

We hold data for several years before deletion. If asked, we will tell a person what personal data we hold of them, and will delete if requested.

COOKIES

When you visit this website, we place small files called cookies on your computer or mobile device.

What are cookies?

Cookies enable the website to remember your actions and preferences over a period of time, so you don't have to keep re-entering them whenever you come back to the site or browse from one page to another.

How do we use cookies?

Our pages use "session" cookies to remember for example your language choices and display preferences (such as contrast colour settings or font size). These cookies are deleted from your computer when you close your browser.

We also use a limited number of persistent cookies. These remain stored on your computer until you delete them, or until they expire after, usually after a short period of time going up to 1 year.

The persistent cookies contain the following information:

- the state (collapsed or expanded) of some menus and widgets
- the selected tab in the widgets

Enabling these cookies is not strictly necessary for the main functions of the website to work, but it will provide you with a better browsing experience. However, you can delete or block these cookies at any time.

Third party cookies

We do not permit the use of third party cookies and we do not use third party services on our website that send cookies to the users.

Private data

The cookie-related information is not used to identify you personally and the data collected on your browsing behaviour on our website is kept in fully secure conditions. These cookies are not used for any purpose other than those described here.

How to control cookies

You can **control and/or delete** cookies as you wish. You can delete all cookies that are already on your computer and you can set most browsers to prevent them from being placed. If you do this, however, you may have to manually adjust some preferences every time you visit a site and some services and functionalities may not work.

(* You can only refuse persistent cookies that are not strictly necessary. Some cookies are needed, as they enable us to provide certain features, such as remembering your cookies control choice. Other cookies help us collect reliable site usage information through Google Analytics, which allows us to measure how well the site meets the needs of its users and to make any necessary improvements.

This policy was reviewed and updated 13/05/2018