Private Hire Operator: EDWARD MANNING
Licence Number: 1185
ICO Registration Number: ZB240090
Data Protection Policy - Customers

About this policy

This policy sets out how the Operator manages the personal data that it receives, predominantly from its customers. This Policy is evidence of the Operators understanding and compliance with the UK General Data Protection Regulation (GDPR) and Data protection Act (DPA) 2018.

Processing Personal Data

Personal data is any information about a living individual that can be used on its own or with other data to identifying that person. For instance, your name, address, telephone number or email address. Processing means doing any of the following with your personal data:

Collecting, recording, organising, storing, using retrieving, altering, erasing, and disclosing.

The Data Controller and the Information Commissioners Office

The Operator processes personal data to provide its service and therefore is a Data Controller required to be registered with the Information Commissioners Office (ICO). The ICO number is given above.

Why do we need your data?

We need your data to provide you with our service. When providing private hire vehicles to you we are required to comply with the provisions of the Local Government (Miscellaneous Provisions) Act 1976. This requires us to record the booking and the vehicle and driver despatched. Transport for London (TfL) licensing conditions also specify information that we must record.

The Data that we need and why

Data is provided by you voluntarily, but we need it to provide the service to you and comply with the law. This usually involves your name and contact details but further information such as the detail of onward travel arrangements such as flights or trains and return journey times, if booked, may need to be provided. This may, or may not, constitute personal data.

Data is only collected and used in relation to organising customer travel and billing and NEVER used for marketing or shared or sold to third parties.
We will also require you to provide the following data to us (only if required to conduct your booking): **Payment information such as payment card details or invoicing address. Any card data given, is kept and used, under strict safeguards as dictated by Payment Card Industry Standards (PCI DSS).**
This data is needed solely for the purposes of accepting and completing a booking

Your consent

By making a booking and providing your data to us you are consenting to that data being used to fulfil your booking and to be used to comply with our licence conditions.

What we will not do with your data

We will not keep or use your data for the purposes of marketing or advertising our service, nor share it with any other third party, save where required by law, without your express consent. We may share your data with regulatory authorities, such as

the Licencing Authority and the Police, without your consent where there is an existing lawful basis to do so. For instance, if you report the occurrence of a serious crime but fail to notify the Police, we may tell them that you made an allegation to protect other people.

What we will do with your data

Your data will be provided to a licensed driver and vehicle despatched by us to fulfil your booking request. The driver will be given as much detail as necessary that is needed to provide the service to you and comply with any additional requests that you have made.

As a licensed operator we are required by the Council to record certain information about a booking and retain it in our records. We may also use your data to contact you about matters in relation to your booking (for instance if we need to make a change to it).

Retention of your data

This information will be kept within our records for at least 12 months as required by our licence conditions but in any event, without your express consent, shall be kept no longer than **12 months**

How your data will be kept secure until destroyed

Your data will be recorded in our records which are kept at our office address

29 Brendon Close, Harlington, UB3 5NG

Your data will be retained electronicly using:

Microsoft Outlook – Secure password protected

OR Your data will be retained in paper records kept at the above address.

Only the Operator, its staff and agents will be able to access the data and for no other reason than to provide you with the service or to comply with licence conditions. Once we no longer need your data it will be securely destroyed as follows:

Any data given is securely deleted or, securely shredded in accordance with regulations

CCTV or Recording equipment in vehicles

Our drivers are self- employed and responsible for complying with the relevant legal provisions in relation to the use of CCTV or other recording equipment in a vehicle.

Breaches of data protection

If, for any reason, there is a breach of the security of the data that is held by us we will record the breach. We shall notify you immediately if, because of the breach, your personal data has been accessed by, or was capable of being accessed by, any third party not authorised by the Operator. Where personal data has been compromised following any security breach, or where otherwise required to do so by law, we will notify the ICO, and the Licensing Authority (TfL) immediately.

If you require further information about our data protection policy and procedures you can contact:

EDWARD MANNING (Proprietor),
Tel: 020 3951 5789, Email: eddie@limo.co.uk

Private Hire Operator: EDWARD MANNING
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Data Protection Policy Drivers and Staff

About this policy

This policy is to set out how the Operator manages the personal data that it receives from, and holds in relation to, individuals who drive private hire vehicles in order to fulfil the private hire bookings accepted by the operator or those who work for the Operator. This Policy is evidence of the Operators understanding and compliance with the UK General Data Protection Regulation (GDPR) and Data protection Act (DPA) 2018.

Processing Personal Data

Personal data is any information about a living individual that can be used on its own or with other data to identing that person. For instance, your name, address, telephone number or email address.

Processing means doing any of the following with your personal data:
Collecting, recording, organising, storing, using retrieving, altering, erasing, and disclosing.

The Data Controller and the Information Commissioners Office

The Operator processes personal data to provide its service and therefore is a Data Controller required to be registered with the Information Commissioners Office (ICO). The ICO number is given above.

Why do we need your data?

We need your data to provide you with our service and allow you to undertake private hire bookings received by us. When providing private hire services, we are required to comply with the provisions of the Local Government (Miscellaneous Provisions) Act 1976 and the licensing conditions of Transport for London (TfL). These require us to ensure that you are licensed and that you and your vehicle are compliant with licence conditions and insured.

The Data that we need

Data is provided by you voluntarily, but we need it on order to provide you with private hire work or other employment offered by the Operator and to comply with the law.

We are required to record:

- Your full name, Current address; Telephone number mobile and home;
- Copy of your DVLA driving licence and Copy of your Hertsmere BC issued private hire driver licence;
- The details of the vehicle you drive: make, model, colour, registration number; MOT, Vehicle insurance certificate.

We may also need to know your identity, address and financial details to establish matters such as your employment or tax status, your right to work status or compliance with other legislation, as well as to be able to pay you or receive payment from you.

We may come to know, or be required to possess and process, personal data relating to your criminal record, driving and medical history.

Your consent

The information that we require is held by your consent. Without it we are unlikely to be able to provide you with work, but you are free to withdraw your consent at any time.

What we will not do with your data

We will not keep or use your data for the purposes of marketing or advertising our service, nor share it with any other third party, save where required by law, without your express consent.

What we will do with your data

Relevant aspects of your data may be provided to a customer (such as your name, vehicle and contact number) to facilitate a booking. Aside from this, your data will only be kept and recorded for the purpose of complying with our legal duties and providing a service to you.

We may share your data without your consent with regulatory authorities, such as the Licencing Authority and the Police, where there is an existing lawful basis to do so. For instance, if you are alleged to have committed a crime, are in breach of your licence conditions, or a complaint has been made about you which requires investigation.

This information will be kept within our records for as long as you have a bussiness or employment relationship with us and for at least 12 months after that ends.

No further data is collected

How your data will be kept secure until destroyed

Your data will be recorded in our records which are kept at our office address

29 Brendon Close, Harlington, UB3 5NG

Your data will be retained electronicly using:

Microsoft Outlook – Secure password protected

Your data will be retained in paper records kept at the above address.

Only the Operator, its staff and agents will be able to access the data and for no other reason than to provide you with the service or to comply with licence conditions.

Once we no longer need your data it will be securely destroyed.

Any data given is securely deleted or, securely shredded in accordance with regulations

CCTV or Recording equipment in vehicles

If you install CCTV or other recording equipment in a vehicle that you use to fulfil private hire bookings received from us, you are responsible for insuring compliance with the relevant data protection legislation and regulations.

Breaches of data protection

If, for any reason, there is a breach of the security of the data that is held by us we will record the breach. We shall notify you immediately if, because of the breach, your personal data has been accessed by, was or is capable of being accessed by, any third party not authorised by the Operator. Where personal data has been compromised following any security breach, or where otherwise required to do so by law, we will notify the ICO, and the Licensing Authority (TfL) immediately.

If you require further information about our data protection policy and procedures you can contact:

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Tel: 020 3951 5789 , Email: eddie@limo.co.uk