



**DRIVEN**

## Privacy Notice and GDPR Compliance

We ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

## **Who we are**

Driven Global Ltd collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

## **The personal information we collect and use**

### **Information collected by us**

In the course of our electric shuttle services we collect the following personal information when you provide it to us:

- Name, address, email address and telephone numbers

### **Information collected from other sources**

We also obtain personal information from other sources as follows:

- Name, email and postcode from contact form and subscribe on website

### **How we use your personal information**

We use *your personal information* to:

- Administer your booking
- Answering any queries
- Updates on pick up times
- Cancellation

### **Who we share your personal information with**

We will share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any other third party.

### **Whether information has to be provided by you, and if so why**

The provision of *name, address, email address and telephone numbers* is required from you to enable us to confirm your booking and keep you updated about the status of your booking. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

## How long your personal information will be kept

- We will hold your *name, address, postcode, email address and telephone numbers for six years*

## Reasons we can collect and use your personal information

We rely on Contract as the lawful basis on which we collect and use your personal data

## Your rights

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your use personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- email, call or write to us
- let us have enough information to identify you
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information to which your request relates

If you would like to unsubscribe from any *email newsletter* you can also click on the 'unsubscribe' button at the bottom of the *email newsletter*. It may take up to 3 days for this to take place.

### **Keeping your personal information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

### **How to complain**

We hope that we can resolve any query or concern you raise about our use of your information.

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/>

### **Changes to this privacy notice**

This privacy notice was published on 25<sup>th</sup> October 2018 and last updated on 25<sup>th</sup> October 2018.

We may change this privacy notice from time to time, when we do we will inform you via email.

### **How to contact us**

Please contact us if you have any questions about this privacy notice or the information we hold about you.

If you wish to contact us please send an email to [info@drivenairport.com](mailto:info@drivenairport.com)

### **Do you need extra help?**

If you would like this notice in another format (for example: audio, large print, braille) please contact us (see 'How to contact us' above).