

Private Hire Operator: MASON CHAUFFEURS LTD (“The Operator”)
Licence Number: PENDING
ICO Registration Number: N / A
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 does not process personal data in order to provide its service, or is exempt, and therefore not required to be registered with the Information Commissioners Office (ICO).

Why do we need your data?

We need your data in order 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. Hertsmere Borough Council 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.

I do not collect or process any personal data beyond that which is strictly necessary to accept, manage and complete private hire bookings and to comply with legal and licensing obligations. Additional data collected may include billing details where invoicing is required (such as name, company name, billing address and email address), and journey records required for record keeping and compliance purposes. I do not collect or use personal data for marketing purposes.
We will also require you to provide the following data to us: Journey records, booking details, and invoicing records where applicable.
This data is needed for the purposes of: To fulfil private hire bookings, comply with licensing and legal record-keeping requirements, and to issue invoices where applicable.

Your consent

By making a booking and providing your data to us you are consenting to that data being used in order to fulfil your booking and to be used in order 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 Council 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 in order 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

6 years

How your data will be kept secure until destroyed

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

CENTRE 42; 42 WATLING STREET; RADLETT; HERTS; WD7 7NN
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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:

Once the data is no longer required, electronic records are securely deleted from all devices and systems used by the operator, including email accounts and any cloud-based storage, so that the data cannot be recovered.

Any paper records, if held, are securely destroyed by cross-cut shredding or disposed of via a confidential waste disposal service.

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, as a result 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 (Council) immediately.

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

PIOTR SZWABSKI
Phone: 07846802031 or Email: szwabski@yahoo.co.uk