



11. It is your responsibility to ensure your **vehicle is adequately insured** whilst you are receiving driver training with us. We would strongly recommend you contact your insurance company and check with them that you are fully insured when receiving professional driver training. We will not be held responsible for any damage, injury or losses, which arise from inadequate or invalid motor insurance before, during or after any driver training.

12. **If your tutor** cancels due to illness you will have to reorganise an alternative date and time.

13. **Your tutor will make a decision on conducting the course in adverse weather. If the tutor deems it not safe to conduct the course (such as, but not limited to, snow, wind or rain), the course will need to be rearranged at a mutual agreed date and time. No refunds are given for postponement of courses due to adverse weather.**

14. **If you cannot attend the course for whatever reason you must give your tutor at least 10 days notice. Giving less than 10 days notice** will mean that you will lose your course booking and will still be invoiced for such. As you can appreciate, tutors will clear their training diary in advance for you, and so cancellations can result in a days lost business. If you wish to rearrange the cancelled or missed course, this will be charged at the standard day or half day rate. You will need to contact your specified tutor if you cannot make the course. They will always try their very best to ensure you do the course at a time convenient to you.

15. We offer customer support that is available between 8:30hrs to 17:30hrs Monday to Friday (excluding Bank Holidays)

#### **Unacceptable Behaviour Policy.**

16. We operate a strict code of conduct policy. All customers will be treated in a fair and courteous manor.

17. Our tutors are highly trained individuals who are dedicated to offering a professional and fair service. However, they expect to be treated fairly in return. Any trainee who displays abusive, offensive or otherwise inappropriate behaviour will be dismissed from the course without compensation of training fees.

#### **Data Protection:**

18. We comply fully with the 6 principles of the GDPR (General Data Protection Regulation):

The GDPR Principles are:

- 1: Personal data shall be processed lawfully, fairly and in a transparent manner
- 2: Personal data should be collected for specific, explicit and legitimate reasons
- 3: Personal data processing should be adequate, relevant and limited to only what is necessary
- 4: Personal data should be accurate and where necessary up to date
- 5: Personal data should only be retained as long as necessary
- 6: Personal data should be processed in an appropriate manner to maintain security

**Data Subject – You, any customer of Zinc eConsulting Ltd**

**Data Controllers – Zinc eConsulting Ltd**

**Data Processors – Zinc eConsulting Ltd, Any freelance DVSA registered driving instructor who is registered to provide work for Zinc eConsulting Ltd**

**You acknowledge and consent for your personal data to be provided to a tutor (Data Processor) for use for your driver training. You have a right to complain to the ICO if you think there is a problem with the way we are handling your data.**

**Complaints:**

19. If you have any complaints about the advanced driving course, please bring it up directly with your tutor. If no action is taken, we deem this to be unsatisfactory. In this instance please contact us directly and we will do our best to help. All complaints must be submitted in writing to the company office:

Drivers Domain UK.com  
Suite 3 High Street Chambers  
10/11 High Street  
Shrewsbury  
Shropshire  
SY1 1SP

20. Upon receipt of such a complaint, we will ensure that we:

- \* Deal with the complaint in a fair manor
- \* Treat the complaint confidentially and effectively
- \* Acknowledge receipt of the complaint within two working days

21. [You are attending the course entirely at your own risk](#)

**By signing via Docusign means you have read and agree with all the above information**

**Company Name:**

**Signature:**

**Name:**

**Date of Signature:**