



## Privacy Policy

**Effective Date:** 01 / 01 / 2024

### Introduction

Welcome to Enhanced-Rider.com.

Enhanced-Rider.com ("we," "us," or "our") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal data when you use our services, including the DVSA Enhanced Rider Scheme course.

### 1. Information We Collect

We may collect and process the following information about you:

- **Personal Identification Information:** Name, address, email address, phone number.
- **Payment Information:** Credit/debit card details, billing address.
- **Course Information:** Details of the courses you have booked, attended, and feedback provided.
- **Technical Data:** IP address, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our website.
- **Health Information:** Any medical conditions disclosed that may affect your ability to participate in the course.

### 2. How We Use Your Information

We use your personal data for the following purposes:

- **To Provide Our Services:** To process your bookings, manage your attendance, and deliver the training.
- **Payment Processing:** To handle payments and refunds.
- **Customer Support:** To respond to your inquiries, complaints, and provide customer support.
- **Marketing:** To send you promotional materials and updates about our services (you can opt-out at any time).
- **Legal Obligations:** To comply with applicable laws, regulations, and legal processes.
- **Improvement of Services:** To enhance our services and the user experience.

### 3. How We Share Your Information

We may share your information with:

- **Service Providers:** Third-party companies that provide services on our behalf, such as payment processing and email communication.
- **Legal Authorities:** If required by law or to protect our rights, property, or safety, we may disclose your information to regulatory bodies or law enforcement agencies.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, your information may be transferred to the new owner.

## 4. Data Security

We implement appropriate technical and organizational measures to safeguard your personal data from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or method of electronic storage is 100% secure.

## 5. Data Retention

We will retain your personal data only for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

## 6. Your Rights

Under data protection laws, you have the following rights:

- **Access:** Request access to your personal data.
- **Correction:** Request correction of the personal data we hold about you.
- **Erasure:** Request the deletion of your personal data.
- **Restriction:** Request the restriction of processing your personal data.
- **Objection:** Object to the processing of your personal data.
- **Data Portability:** Request the transfer of your personal data to you or to a third party.

To exercise any of these rights, please contact us at [info@enhanced-rider.com](mailto:info@enhanced-rider.com)

## 7. Cookies

Our website uses cookies to enhance your browsing experience. Cookies are small files placed on your computer that allow us to recognize and remember you. You can control and manage cookies through your browser settings.

## 8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites. Please review their privacy policies before providing any personal data.

## 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our Privacy Policy.

## 10. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Enhanced-Rider.com  
Email: [info@enhanced-rider.com](mailto:info@enhanced-rider.com)  
Phone: 07751 421 383

By using our services, you acknowledge that you have read, understood, and agree to the terms of this Privacy Policy.