

# Privacy Notice

## **1.- Who are we?**

The Driver and Vehicle Licensing Department is the data controller and is responsible for your personal data (collectively referred to as “DVLD”, “we”, “us” or “our” in this privacy notice).

We are committed to complying with all applicable data protection laws when processing your personal data. These laws are in place to safeguard your personal data and include measures covering data security, your rights regarding your personal data, and the use and disclosure of your personal data.

It is important that you read this privacy notice together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you, so that you are fully aware of how and why we are using your personal data.

We may change this privacy notice from time to time, so please check occasionally to ensure that you are happy with any changes.

## **2.- What personal data do we collect?**

Personal data are information that identifies a living person. That can be obvious information like a name or an address, but it may also be something like a vehicle registration number.

We collect, use and process a range of personal data about you whenever you use one of our public services, this will likely include:

- Full name;
- Address;
- Date of birth;
- Drivers licence;
- Photograph image;
- Driving conviction information;
- Vehicle registration number;
- Make, model and other relevant details of your vehicle.

Personal data about you is private and confidential. However, please note that where required by law, or in order to assist with criminal investigations, we will disclose information to law enforcement or fraud prevention bodies, judicial bodies, Government departments or regulatory authorities.

We collect information about you for a number of purposes. These include:

- Applying for a driving licence, including duplicate, renewal or change of particulars.
- Applying for a learners licence.
- Applying for an International driving permit (IDP).
- Applying for a tachograph.
- Booking a driving theory test or practical driving test.
- Registering a vehicle in your name.
- Undertaking a change of vehicle ownership.
- Buying or transferring a personalised vehicle registration number.
- Disposing of a vehicle.
- Booking a roadworthiness test (MOT).
- Requesting a duplicate logbook or roadworthiness certificate.
- Requesting information about a vehicle or its registered keeper.
- Raising a query or complaint with us.

We may also process your personal data for research and statistical purposes, but whenever possible this will be done with anonymised data.

### **3.- How do we collect your personal data?**

We collect your personal data via direct interaction when you complete an application form to apply for any of our services, when you email or call us.

Please note that if you fail to provide certain personal data when requested or required, we may not be able to perform the service we are providing to you.

### **4.- How do we use your personal data?**

We will always comply with data protection law. This says that the personal information we hold about you must be-

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.

- Kept securely.

We will only use your personal data for the purpose for which we collected it, specifically for delivery of our public services, and contacting you for anything related to this. We may also process your information when this is shared with law enforcement or fraud prevention bodies, judicial bodies, Government departments or authorities, or regulatory authorities, for the purposes of prevention, detection and investigation of criminal offences, including administration of fixed penalty notices.

Our legal basis for processing your personal data is Article 6(1)(e) of the GDPR, which allows for processing that is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us as data controller.

## **5.- How do we protect your personal data?**

The security and confidentiality of your personal data is very important to us. We will ensure that:

- safeguards are in place to keep your personal data secure;
- your personal data remains under the control of our authorised controllers and processors with adequate safeguards to protect your rights;
- only authorised staff are able to view your data;
- we do not make your information available for commercial use;
- we only ask for what is necessary to meet our objective of providing our services to you;
- our processors only process your personal data on our instructions and they are subject to a duty of confidentiality;
- we will notify you, and any applicable regulator, of a personal data breach that may present a high risk to your rights and freedoms.

## **6.- Who do we share your personal data with?**

Where it is lawful to do so, may share your personal data with:

- Current and prospective employers.
- Other Government departments or authorities.
- Suppliers.

- Vehicle leasing and rental companies.
- Police and enforcement bodies, such as Gibraltar Car Parks Ltd.
- Prosecution authorities.
- Courts, tribunals and parties to legal proceedings.
- Foreign authorities in accordance with international legislation or agreements.
- Someone making a legitimate query or complaint.

## **7.- How long do we retain your personal data?**

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe, there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

## **8.- Your rights**

You have the right to ask us:

- to confirm whether we hold any of your personal data;
- to provide you with any personal data that we hold about you;
- to correct any inaccuracies in your personal data and to modify it in such a way if you believe the personal data we hold is incomplete;
- to delete (in as much as is possible in the specific circumstances) any of your personal data, where we are required to do so by law;
- to stop processing your personal data, where required to do so by law;
- to let you have a portable copy of the personal data we hold about you, where required to do so by law;

- to stop processing any of your personal data that is processed by us on the basis of our legitimate interests; and
- where we process your personal data on the basis that you have given us your consent to do so, you may contact us at any time to withdraw your consent;

If you wish to exercise any of these rights, object to our processing of your personal data, or have any queries about this privacy notice or our privacy practices please email us on [dvld@gibraltar.gov.gi](mailto:dvld@gibraltar.gov.gi) or write to us at:

Driver & Vehicle Licensing Department, HM Government of Gibraltar, Eastern Beach Road, Gibraltar, GX11 1AA.

Alternatively you may contact our Data Protection Officer on [dpo@gibraltar.gov.gi](mailto:dpo@gibraltar.gov.gi).

If you remain dissatisfied with our response, you can make a complaint about the way that we process your personal data to the Gibraltar Regulatory Authority. Their details can be found at [www.gra.gi](http://www.gra.gi) or by emailing them on [info@gra.gi](mailto:info@gra.gi)