

L Plate Ltd – Privacy Policy

Effective Date: 04th December 2025

1. Introduction

1.1 We are committed to safeguarding the privacy of visitors to our website, users of our services, learners, driving instructors, and customer personnel.

1.2 This policy applies where we act as a data controller for the personal data of individuals using LPlate.app.

1.3 You may manage your cookie preferences and marketing settings at any time using the privacy controls available on LPlate.app.

1.4 We use cookies. Where cookies are not strictly necessary for the operation of the site, we will request your consent during your first visit.

1.5 In this policy, “we”, “us”, and “our” refer to L Plate Ltd. Details about us can be found in Section 14.

2. Children & Under-18s

2.1 Our platform may be used by individuals aged 17 or older, as this is the lawful minimum learning-to-drive age in the UK.

2.2 If you are under 18, we may request confirmation of parental or guardian consent before allowing you to create an account or participate in lessons.

2.3 We do not knowingly collect personal data from individuals under 17. If you believe a minor has provided us with data, contact us at Support@LPlate.app.

3. The personal data we collect

This section remains largely consistent but has been lightly modernised.

- 3.1 Contact data – name, email, phone, address, and social login identifiers.
- 3.2 Account data – profile details, preferences, settings, account history.
- 3.3 Transaction data – bookings, payments, invoices (payment card details are handled by Stripe only).
- 3.4 Communication data – messages exchanged on the platform, emails, support enquiries, metadata.
- 3.5 Usage data – IP address, browser type, device type, session data, behavioural analytics.
- 3.6 Verification data (Instructors) – where applicable, we may collect licences, insurance evidence, or identity documents for verification purposes.

4. Purposes of processing and legal bases

4.1 Service Operation

To operate our platform, connect learners with instructors, manage bookings, process payments, and run accounts.

Legal basis: Contract performance; legitimate interests.

4.2 Instructor Profiles & Public Listings

Instructor information displayed publicly (e.g., bio, reviews) is processed with consent.

4.3 Communication & Support

Handling enquiries, support requests, and complaints.

Legal basis: Contract performance; legitimate interests.

4.4 Direct Marketing

Sending promotional emails or SMS messages.

Legal basis: Consent.

4.5 Analytics & Improvement

Understanding usage patterns and improving the platform.

Legal basis: Legitimate interests.

4.6 Security & Fraud Prevention

Detecting misuse, preventing fraud, and ensuring safety.

Legal basis: Legitimate interests.

4.7 Legal & Regulatory Compliance

Record-keeping, tax compliance, dispute handling.

Legal basis: Legal obligation.

5. Automated decision-making

We may use automated systems to:

- Suggest driving instructors based on location, preferences, or availability
- Prioritise search results
- Detect suspicious or fraudulent behaviour

These processes do not produce legal or significant effects on users. You may request human review of any automated decision affecting you.

6. Instructor Independence

6.1 L Plate Ltd operates as a marketplace platform. Driving instructors using our platform do not work for us and operate as independent businesses.

6.2 When providing lessons, driving instructors may act as separate data controllers for personal data they process independently (e.g., lesson scheduling, direct communication).

6.3 L Plate Ltd is not responsible for data processed outside the platform by instructors. Users should review the privacy practices of instructors where appropriate.

7. Third-party authentication

If you choose to register or log in using a third-party account such as Google, Facebook, or Apple, we will receive limited information (e.g., name, email) for authentication.

Your use of these services is governed by their respective privacy policies.

8. Providing your data to others

8.1 Hosting Provider (Wix)

Our website and associated systems are hosted by Wix.com, which may process data in the EU, UK, Israel, or the United States using approved international transfer safeguards.

8.2 Payment Processor (Stripe)

Stripe processes all payment card data. We do not store credit card details. Stripe's privacy policy: <https://stripe.com/privacy>.

8.3 Instructors

We share necessary personal data (e.g., name, contact details, booking information) with instructors only when you make an enquiry or booking.

8.4 Service Providers

We may share data with analytics platforms, CRM systems, customer support tools, and email delivery services.

8.5 Legal Disclosures

We may disclose data where required by law or to defend legal claims.

9. International transfers

9.1 Some service providers may process data outside the UK/EEA.

9.2 Transfers are protected by:

- UK Adequacy Regulations
- Standard Contractual Clauses (SCCs)
- Provider-specific safeguards

9.3 Data published publicly (e.g., instructor profiles) may be accessible worldwide.

10. Retaining and deleting personal data

Retention periods include:

- Contact data: 3 years after last contact
- Instructor verification data: Up to 6 years (regulatory/security needs)
- Account data: Up to 3 years after account closure
- Transaction data: 6 years (legal/tax obligations)
- Communications: 3 years
- Usage data: 3 years

We may retain data longer where required for legal reasons.

11. Messaging and communication retention

Messages exchanged between learners and instructors via LPlate.app may be retained for:

- Fraud prevention
- Safety monitoring
- Dispute resolution
- Platform quality control

12. Data breaches

If a personal data breach occurs that may pose a risk to your rights and freedoms:

- We will notify you without undue delay
- We will notify the Information Commissioner's Office (ICO) where legally required

13. Your rights

You have the right to:

- Access your data
- Rectify inaccurate data
- Request deletion
- Restrict processing
- Object to processing
- Receive your data in portable form
- Withdraw consent
- Complain to the ICO: <https://ico.org.uk/make-a-complaint/>

To exercise these rights, contact Support@LPlate.app.

14. Amendments

We may update this policy periodically. Significant changes will be communicated by email or via notifications on our website.

15. Our details

L Plate Ltd
Company No: 14735301
Registered Office:
151 Mustoe Rd
Frenchay
Bristol
BS16 2NR
United Kingdom

Contact

Email: Support@LPlate.app
Website: www.LPlate.app

16. Data protection contact

We have not appointed a statutory Data Protection Officer. For all privacy-related enquiries:

Data Protection Team
L Plate Ltd
Email: Support@LPlate.app
Address: 151 Mustoe Rd, Frenchay, Bristol, BS16 2NR