



Privacy Policy

Policy Introduction

This privacy policy sets out how Fleetmaster Operational Support Services Ltd collect, stores, processes and protects personal data that you provide Fleetmaster Operational Support Services Ltd when you use the licence checking service.

Fleetmaster Operational Support Services Ltd prioritises data privacy and adheres strictly to GDPR regulations to ensure that your privacy is protected. Fleetmaster Operational Support Services Ltd may ask you to provide certain personal data by which you can be identified and to support the administering of accounts and the licence checking service provided.

This policy is effective from the 10th September 2025 and may change from time to time so it is advised that you revisit this policy from time to time to ensure you are happy with any changes made.

Collecting Personal Information

All information provided is supplied voluntarily and only information required for the administration of the licence checking service will be collected. Before any request is made to access driving licence data, clear and informed consent shall be obtained by all individuals.

Any questions not suitably answered, may result in your licence check not being processed and verified by DVLA.

We may collect the following information:

- Name and full postal address.
- Contact information including email address.
- Other information relevant to your application.

If any information requested within the e-declaration is not provided or complete, the check may be rejected.

Using Your Personal Information

The information provided is used to access information held on the DVLA's Access to Driver Data (ADD) service only.

Your data is shared with your employer and any other companies named in the e-declaration process. The data is used primarily to verify your legal entitlement to drive whilst in their employment. But may also be used in relation to other road risk related products/services as defined by your employer.

Specific requests should be made in writing to Fleetmaster OSS Ltd, Springfield House, Spa Street, Ossett, West Yorkshire, WF5 0HW, or via email to lcsupport@fleetmastergroup.com should you:

- wish to receive further details on how your information is used.
- wish to withdraw your consent.

Your information will not be transferred overseas.

Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

All information you provide to us is stored on hosted secure servers.

How We Use Cookies

We do not store any information about you in cookies. We do store some essential information in 1st party cookies which are used in user authentication on our website. Without these cookies the site will not perform as intended.

All Cookies used by the web site are used in accordance with the provisions of the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011.

Links To Other Websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website and its functions and or content. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites, and such sites are not governed by this Privacy Policy. You should exercise caution and look at the Privacy Policy applicable to the website in question.

Controlling Your Personal Information

We will not sell, distribute or lease your personal information to third parties unless required by law to do so, or unless states on the declaration that you sign to consent to your licence checks.

You may request details of personal information which we hold about you under the General Data Protection Regulation (GDPR). A small fee will be payable. If you would like a copy of the information held on you, please write to us at Fleetmaster OSS Ltd, Springfield House, Spa Street, Ossett, West Yorkshire, WF5 0HW.

If you believe that any information we are holding on you is incorrect or incomplete, please write to us at Fleetmaster OSS Ltd, Springfield House, Spa Street, Ossett, West Yorkshire, WF5 0HW. We will promptly correct any information found and proven to be incorrect.

Retaining Your Personal Information

Personal information will not be retained for longer than is necessary as stated in Principles, Article 5 (e) of the GDPR or;

- Will not be retained for longer than we are required to by law.
- Will not be retained for longer than we are required to contractually by the DVLA.

Your Rights

You may request to receive your personal information we hold about you.

Complaints can be made to the Information Commissioner's Office. Our registration number is ZA540611.