

General Privacy Notice

This General Privacy Notice is to let you know how I use and look after your personal information. This includes what you tell me. I am happy to provide any additional information or explanation needed.

Why I process your personal information

I process personal information to enable me to carry out:

- administration of licenses
- providing advice and information,
- maintaining my own accounts and records,
- consideration and investigation of complaints and policy issues,

I process information relevant to the above reasons/purposes which may include:

- personal details
- family details
- lifestyle and social circumstances
- employment and education details
- details of complaints, incidents and grievances
- visual images, personal appearance and behaviour

I also process special category personal information that may include:

- physical or mental health details
- racial or ethnic origin
- religious or other beliefs
- offences (including alleged offences)
- criminal and legal proceedings, outcomes and sentences

I sometimes need to share information with other organisations.

Where this is necessary I am required to comply with all aspects of the GDPR. What follows is a description of the types of organisations I may need to share some of the personal information I process with, for one or more reasons.

Where necessary or required I share information with:

- family, associates and representatives of the person whose personal data I am processing
- professional advisers and consultants
- services providers (see below)
- police forces
- Depending on the type of medical examination I perform: CAA, DVLA, Motorsport UK, etc.
- central government
- persons making an enquiry or complaint
- organisation subject to a complaint or assessment, prosecuting authorities, courts
- other ombudsman and regulatory authorities

Other Service Providers:

Unless I am automatically required to share your information by law, or have in place an agreement/contract with a third-party service provider to process information on my behalf or assist the CAA, DVLA in providing services, I will normally let you know if I need to share or release your information.

Information is only disclosed to third party service providers under a contract and who are subject to a duty of confidentiality.

In many circumstances, I will not disclose personal data without consent. However, when I investigate a complaint, for example, I may need to share personal information with the organisation concerned and with other relevant bodies.

How long I keep your personal information

I keep your personal information for as long as you have a relationship with me and, thereafter, for specified purposes in line with my legal duties or my public functions, to respond to any questions or complaints, or to maintain records according to European or National aviation rules, that apply to me. When you make an application for a service I will tell you how long I expect to retain your personal information and why.