

Driving Pal

Privacy Policy

Last updated: September 2026

1. Who we are

Driving Pal is an online driving lesson booking platform operating in the Republic of Ireland. The data controller is [LEGAL ENTITY NAME], registered at [REGISTERED ADDRESS]. For any question about your data, or to exercise the rights in section 8, contact [CONTACT EMAIL].

We process personal data in accordance with the General Data Protection Regulation and the Irish Data Protection Act 2018.

2. What data we collect

For all users

- Full name
- Email address
- Account role (student or instructor)
- The date you agreed to our terms, and the version you agreed to

For students

- Phone number
- County of residence and preferred test centre
- Irish learner permit number
- Booking history: dates, times, instructor, lesson type, meeting point and car type

For instructors

- Phone number
- RSA ADI licence number
- County and test centres covered
- School name, biography and vehicle details, where provided
- Prices, working hours and cancellation policy
- Booking history and earnings records
- Stripe account reference. Your bank details are held by Stripe, not by us

We do not collect special category data, and we ask you not to provide health or other sensitive information through free-text fields.

3. How and why we use it

- To create and run your account, and to sign you in.
- To take bookings and show each side the details they need for the lesson.
- To send booking confirmations, cancellation and reschedule notices, and a reminder 24 hours before a lesson.
- To take payments, issue refunds and release instructor earnings through Stripe.
- To prevent fraud and abuse, and to keep the platform secure.
- To meet our legal, tax and accounting obligations.

Our lawful basis is the performance of a contract with you for most of the above; our legitimate interest in operating a secure and reliable platform for fraud prevention and security; and legal obligation for financial record keeping. We do not rely on consent, and we do not send marketing email.

4. Payment data

We do not store your card number, bank account number, sort code or IBAN. Payment is handled entirely by Stripe. Your card details go directly to Stripe and never pass through our systems. Stripe is a certified PCI DSS Level 1 provider. See stripe.com/ie/privacy for how Stripe handles your data.

5. Who we share it with

Stripe (stripe.com)

- Purpose: payment processing, refunds, instructor payouts, subscription billing.
- Data shared: name, email, booking amounts, account identifiers.
- Transfers: United States, under Standard Contractual Clauses and the EU-US Data Privacy Framework.

Resend (resend.com)

- Purpose: sending booking emails and sign-in links.
- Data shared: your email address and the content of those emails.
- Transfers: United States, under Standard Contractual Clauses.

Between users

- When a booking is made, the instructor sees the student's name, email, phone number, meeting point and car preference. The student sees the instructor's school name and phone number. This is necessary for the lesson to happen.

We also share data with our hosting provider, and with professional advisers or authorities where we are legally required to. We do not sell your data, and we do not use it for advertising or profiling.

6. How long we keep it

We keep your personal data while your account is open. If you close your account, your name, email, phone number and other identifying details are anonymised immediately.

- Records of cancelled bookings are anonymised after 2 years.

- Records of completed lessons are anonymised after 7 years, matching Irish Revenue record-keeping requirements.
- The booking and payment record itself, with amounts and dates, is retained in a form that no longer identifies you.

This retention is deliberate: we cannot delete a financial record we are required to keep, and Article 17(3)(b) GDPR recognises that.

7. Where your data is held

Our servers are located in the European Union. Some of our processors, named in section 5, are based in the United States and receive data under the safeguards described there.

8. Your rights

Under the GDPR you have the following rights. To exercise any of them, contact us at the address in section 1. We will respond within one month.

Access

You may ask for a copy of the personal data we hold about you. You can also download it yourself at any time from your account settings.

Rectification

You may correct your details at any time from within your account.

Erasure

You may close your account at any time from within the platform, and your personal details are anonymised immediately. This right is limited where we must keep a financial record, as described in section 6.

Restriction and objection

You may ask us to restrict processing, or object to processing carried out on the basis of legitimate interests.

Portability

You may ask for your data in a structured, machine-readable format. The download in your account settings provides this.

Complaint

If you believe we have handled your data unlawfully you may complain to the Data Protection Commission, 6 Pembroke Row, Dublin 2, D02 X963, or at dataprotection.ie. We would rather you told us first so we can put it right.

9. Cookies

We use one cookie, to keep you signed in. It is strictly necessary for the platform to work, is deleted when your session expires, and does not track you across other websites. We use no advertising cookies, no analytics cookies and no third-party trackers, which is why we do not show a cookie banner.

10. Security

- All traffic between your browser and our server is encrypted with HTTPS.
- Sign-in is by single-use email link. No passwords are stored.
- Sign-in links are hashed before storage and expire after 15 minutes.
- Session cookies are HttpOnly and are not readable by scripts.
- Database queries use parameterised statements, and a content security policy restricts what may run in your browser.
- Rate limiting is applied to sign-in, booking and payment endpoints.
- Backups are encrypted and access to production data is restricted.

No system is perfectly secure. If a breach occurs that is likely to result in a risk to your rights, we will notify the Data Protection Commission within 72 hours and tell you where required.

11. Children

The platform is not intended for children. Students must be at least 17. We do not knowingly collect data from anyone under 16. If you believe a child has registered, contact us and we will delete the account.

12. Automated decision-making

We do not make decisions about you by automated means that produce legal or similarly significant effects, and we do not profile you.

13. Changes to this policy

We may update this policy from time to time. Where a change is material we will notify you by email or on the platform before it takes effect. The date at the top always shows the current version.

14. Governing law

This policy is governed by the law of the Republic of Ireland and the GDPR as it applies in Ireland.