

Privacy Policy

Last Updated: April 30, 2020

Legal policies:

Please read these terms and conditions carefully before beginning the online portion of this course, booking any in-vehicle lesson, or road test from our site. When you enroll online, or book an in-vehicle appointment, you have agreed to be bound by these terms and conditions. Please contact info@dwcan.ca if you have any concerns, before you begin any of the driver training with us.

- The theory part of the training is available on-line. Technical and course support is available during normal business hours.
- The in-vehicle part to the training is available in designated or described areas. If you would like to have the in-vehicle service out side the designated or described area, then accommodation must be secured prior to commencement of the program. Be advised that extra service or accommodation may result in additional fees being charged.
- For the in-vehicle training, there is a 48 hour policy in effect. Changes or cancellations to the in-vehicle training with less than 48 hours notice may result in a late cancellation fee being charged.
- DriveWell or any student taking the program, shall not be held responsible to the other for any delay caused by something beyond our control such as a pandemic, road closure, natural disaster, fire, or flood.
- DriveWell may revise these terms of use at any time by amending this page. You are expected to check this page from time to time to take notice of any changes we make, as they are binding on you.

Our Privacy Commitment

At DriveWell, we know how important it is to protect your personal information. We want to make every customer experience safe and secure. In keeping with that goal, we have developed this Privacy Policy to outline our guidelines for the collection and use of personal information.

We collect both personal information and non-personal information.

With your consent, we may use your personal information for a number of different purposes, for example to:

- register you into the program
- improve the effectiveness of our Web site
- provide customer service

- improve our marketing
- offer new products and services
- offer promotions

We may also collect and summarize customer information in a format that no longer identifies the individual for statistical purposes.

In order to enrol you into one of our programs, we will require your name, address, and email. We will also need a copy of your driver's license before you can start the in-vehicle part of the course.

Personal information typically includes your name, address, phone number, driver's license, and e-mail address. You can always choose not to provide us with any of your personal information. However, if you make this choice we may not be able to provide you with the service or product that you want.

When we ask you to provide personal information for enrolment purposes your consent is implied.

If we ask you to give your consent to use your personal information for any purpose outside of enrolment, like for marketing purposes, you always have the opportunity to opt out at any time. Just contact us to let us know.

Legally, we may disclose your information as required by law:

- to the Ontario government
- if there are reasonable grounds that the information could be used in the investigation of an unlawful activity
- if there is a subpoena made by the court
- to our legal counsel

We do keep appropriate safeguards and current security standards to protect your personal information, whether recorded on paper or captured electronically, against unauthorized access, disclosure, or misuse.

Although we cannot take responsibility for any theft, misuse, unauthorized disclosure, loss, alteration or destruction of data by a third party, we take reasonable precautions to prevent such occurrences.

To accommodate changes in our service, the technology, and legal developments, this Policy may change over time. We may add, change, or remove portions of this Policy when we feel it is appropriate to do so. Whenever we update this Policy we will change the date on the Policy to indicate when the changes were made.