# Privacy notice for taxi driver, operator and vehicle licensing

## What this document is for

This privacy notice provides details on how Broadland District Council or South Norfolk Council, use your personal information for the purposes of licensing and enforcing taxi drivers, operators and vehicles under the Town and Police Clauses Act 1847 and Local Government (Miscellaneous Provisions) Act 1976. By ‘use’ we mean the various ways it may be processed, including storing and sharing the information.

Each Council is what is known as the ‘Data Controller’ for your data, and acts as independent, sole data controllers. The Council that you apply to is the ‘Data Controller’ for your personal data for the duration of your licence.

## Further details

We also provide the following details in our general privacy notice on our websites (please follow relevant link below to access these)

* Your rights under the UK General Data Protection Regulation (the UK GDPR) and how to exercise them;
* How to make a complaint and contact our Data Protection Officer; and
* How to contact the regulator, the Information Commissioner’s Office

## [South Norfolk Council](https://www.southnorfolkandbroadland.gov.uk/council/data-protection/south-norfolk-council-data-protection) [Broadland District Council](https://www.southnorfolkandbroadland.gov.uk/council/data-protection/broadland-district-council-data-protection)

## What we use your information for

The Council will use your information to:

* Process applications (including checking your suitability against third party information) to issue a licence
* Take payments
* Send reminders to licensees to renew licences by text, email or letter
* Investigate complaints, intelligence reports and incident reports
* Undertake enforcement action, where necessary
* Offer advice
* Provide information about updates to legislation and guidance
* Provide information about your history if you apply to another local authority
* Add and check on the National Refusals Register (NR3S) an applicant or licence holder’s suitability and to add the details of any licensed drivers that are suspended or revoked and any refusal of a licence (hackney carriage and private hire drivers only)
* Maintain a public register

## What personal data we collect

We may collect the following personal information about you in relation to taxi driver (hackney carriage and private hire)/private hire operator/vehicle proprietor licences:

* Full name
* Address
* Contact details, including telephone number(s) and email address
* Signature
* Your eligibility to remain and/or work in the UK (including documented proof including Home Office share code)
* Evidence relating to enforcement actions which may include prosecutions and reviews, which may make reference to individuals (including personal data)
* His Majesty's Revenues & Customs via a tax share code (operator and driver only)
* Date and place of birth

In addition to the above, for taxi driver (hackney carriage and private hire) & private hire operator licences:

* Certificate/s of good conduct
* Employment history
* Any criminal history (this includes any convictions that may be deemed as spent under the Rehabilitation of Offenders Act 1974), including details of formal cautions and any criminal or motoring convictions or endorsements and/or current criminal investigations
* Any licensing history that may be relevant to you (such as details of licences held with other licensing authorities, the determination of those applications and any enforcement action taken and the outcome of any such action)

In addition to the above, for taxi driver (hackney carriage and private hire) licences:

* Photograph
* Previous name, if applicable
* National Insurance Number
* Medical history
* Qualification and assessment required as part of the application relevant to the position
* DVLA driving licence information
* Three identity documents for proof of identification as prescribed by the [Disclosure & Barring Service](https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021)

In addition to the above, for private hire operator licences:

* Details of public liability insurance certificate

In addition to the above, for vehicle proprietor licences:

* Vehicle registration number
* details of insurance

## Who provides this information

We receive information from individuals themselves. We may also obtain some of this data or request confirmation from the following agencies where relevant:

For taxi driver (hackney carriage and private hire)/private hire operator/vehicle proprietor:

* Norfolk County Council
* Suffolk County Council
* Norfolk Constabulary
* Suffolk Constabulary
* Disclosure & Barring Service
* Home Office
* Additional licensing authorities
* Licensed operators
* His Majesty’s Revenues & Customs
* Driver and Vehicle Licensing Agency
* Complainants

In addition to the above, for taxi driver (hackney carriage and private hire) & private hire operator:

* Foreign Embassies

In addition to the above, for taxi driver (hackney carriage and private hire):

* Medical professionals and practitioners
* Relevant bodies responsible for safeguarding training and certificates
* Relevant bodies responsible for driving standards assessment certificates
* Relevant bodies responsible for disability awareness training
* First Advantage
* National Register of Taxi and Private Hire Licence Revocations and Refusals (NR3S)

In addition to the above, for private hire operators:

* Insurance brokers/companies

In addition to the above, for vehicle proprietors:

* Approved taxi testing garages (South Norfolk Council only)
* Vehicle insurance brokers/companies
* Hire Purchase Investigation Limited
* Any Vehicle and Operator Service Agency (VOSA) MOT testing station (Broadland District Council)

## How we share your information

We may share your information with the following bodies in relation to taxi driver (hackney carriage and private hire)/private hire operator/vehicle proprietor:

* Councillors who sit on the Licensing Committee
* Legal providers
* Norfolk County Council
* Suffolk County Council
* Norfolk Constabulary
* Suffolk Constabulary
* Additional Licensing Authorities
* Other officers within the Council
* Publicly available as part of a register
* Disclosure & Barring Service
* Home Office
* His Majesty’s Revenue and Customs
* Department of Transport
* Driver and Vehicle Licensing Agency

In addition to the above, for taxi driver (hackney carriage and private hire):

* Any Council approved medical provider and practitioners
* Licensed operators
* National Register of Taxi and Private Hire Licence Revocations and Refusals (NR3S)
* National Fraud Initiative Network (NAFN)
* First Advantage
* Relevant bodies responsible for safeguarding training and certificates

In addition to the above, for vehicle proprietors:

* Licensed operators
* Department for Environment, Food & Rural Affairs

The Councils enable individuals to submit applications online, via Victoria Forms. If this facility is utilised, your information will be processed by Victoria Forms as the Council’s Processor.

In some cases, such as for the prevention and detection of crime, we are legally obliged to share information with other agencies.

Your full name must be made available to the public, as required by legislation, via a public register or public access.

## How the law protects you and the legal basis for processing your information

We have legal grounds under the UK GDPR to process this information because it is necessary for the performance of a task carried out in the public interest and the task or function has a clear basis in law, as detailed elsewhere in this Notice.

Where it is necessary to process special categories of personal data, such as your birth details which reveal your racial or ethnic origin, safeguarding issues and your health details, these are processed under Article 9.2(g) where there is a substantial public interest to safeguard the fundamental rights and the interests of the data subject.

## How long will we keep your personal information for

The information you provide necessary for our statutory obligations will be held securely by us for a period of no longer than six years plus current year if your details is not stored by NR3S or 11 years plus current year if your details have been added to NR3S following the expiration of a licence.

Documents provided to prove right to work status in the UK will be destroyed two years plus current after the expiration/suspension/revocation of a licence.

The information you provide via Victoria Forms when you complete an online application via the Council website will be stored on behalf of the Councils by Victoria Forms for 90 days.

## How we keep your information

The information is stored electronically for both Broadland District Council and South Norfolk Council, on the Council’s network, in hard copy for Broadland District Council and by Victoria Forms.

## Changes to this notice

We may amend this privacy notice at any time so please review it frequently. The date below will be amended each time this notice is updated.

This notice was updated in March 2025.