

Steer'ngo Driving School

Privacy, Registration and Refund Policy

1. Introduction

Steer'ngo Driving School ("we," "our," or "us") is committed to protecting the privacy and security of your personal information. This Policy outlines how we collect, use, disclose, and safeguard the information you provide when you enroll in our courses or use our services.

2. Information We Collect

We may collect the following types of personal information:

- Personal Identifiers: Name, address, email address, telephone number, date of birth.
- Government-Issued ID: Driver's license number (e.g., G1, G2, G) and other details from your license.
- Payment Information: Credit/debit card details, bank account information, or cheque information for processing payments. (Note: We use third-party payment processors and do not store full card details on our servers).
- Course Progress and Performance Data: Attendance records, homework completion, grades, and instructor assessments.
- Technical Data: IP address, browser type, and usage data when you interact with our website or online services.

3. How We Use Your Information

We use your personal information for the following purposes:

- To process your enrollment and administer your course.
- To provide classroom and in-car instruction.
- To schedule lessons and communicate with you regarding your training.
- To process payments and administer refunds in accordance with our policy.
- To assess your performance and issue a Ministry of Transportation (MTO) recognized Certificate of Completion.
- To comply with legal and regulatory obligations.
- For internal administrative purposes, such as data analysis and improving our services.

Steer'ngo Driving School

Privacy, Registration and Refund Policy

4. Sharing and Disclosure of Information

We do not sell or rent your personal information. We may share your information with:

- **Instructors:** To facilitate your training. The Ministry of Transportation requires all instructors to provide an annual security check and driver's abstract.
- **Service Providers:** Third parties who perform services on our behalf (e.g., payment processing, IT support), are under strict confidentiality agreements.
- **Government Authorities:** As required by law, such as to confirm course completion to the Ministry of Transportation (MTO).
- **Legal Obligations:** If required to do so by law, or in response to a valid legal request (e.g., court order, subpoena).

5. Data Security

We implement reasonable technical and organizational measures to protect your personal information from unauthorized access, loss, misuse, or alteration. However, no method of transmission over the Internet or electronic storage is 100% secure.

6. Data Retention

We will retain your personal information only for as long as necessary to fulfill the purposes outlined in this policy under MTO provisions, or as required by law. Upon expiration of the retention period, your data will be securely deleted or anonymized.

7. Your Rights

You have the right to:

- Access the personal information we hold about you.
- Request correction of any inaccurate or incomplete information.
- Withdraw consent for certain uses of your data, understanding that this may impact our ability to provide services (e.g., we cannot issue a certificate without your driver's license information).

8. Changes to the Policy

The Policy will be updated when necessary and posted on our website. Your continued use of our services constitutes acceptance of the policy.

Steer'ngo Driving School

Privacy, Registration and Refund Policy

9. Contact Us

If you have any questions regarding the Policy or our data practices, please contact us at:

- admin@steerngo.ca or call us at 6134136699

Registration/Enrollment

By registering in a course with Steer'ngo Driving School ("the School"), you ("the Student") agree to be bound by the following Policy.

1. Student Conduct and Responsibilities

1.1. The Student agrees always to conduct themselves in a respectful, orderly, and cooperative manner during classroom and in-car instruction.

1.2. **Zero Tolerance Policy:** Disorderly, disrespectful, or unsafe conduct will result in immediate expulsion from the course without a refund. The School's determination in this matter is final.

2. Academic and Certification Requirements

2.1. To qualify for the Ministry of Transportation (MTO) recognized Certificate of Completion, the Student **must:**

- Successfully complete 20 hours of classroom instruction.
- Complete 10 hours of assigned homework.
- Successfully complete 10 hours of in-car (Behind-the-Wheel) instruction.
- Achieve a minimum grade of 70% in both classroom and in-car components.
- Account must be paid in full.

2.2. **Course Expiry:** The Student must complete all course requirements within 12 months (as outlined by the Ministry of Transportation (MTO)) from the date of their first in-person,

Steer'ngo Driving School

Privacy, Registration and Refund Policy

on-line or virtual classes. Failure to do so will result in the **automatic termination of this agreement and forfeiture all paid fees.**

3. Fees, Payment, and Refund

3.1. The full course balance is due on or before the first day of class. The School accepts payment via cash, cheque, e-transfer or credit card.

3.2. A \$50 fee will be charged for any returned cheque (NSF).

3.3. Refund

- **Before Course Commencement:** If a Student cancels before the start of any services (classroom or in-car), a refund will be issued, less a non-refundable \$35 administration plus registration fee.
 - Refunds will be processed to the original method of payment within 10 business days.
- **After Course Commencement:** No refunds will be issued once the course services has begun. This applies to all services, including in-person, online, virtual classes, and road test packages.

4. Attendance, Cancellation, and Scheduling

4.1. Classroom Instruction: The Student is responsible for attending classes at the scheduled time, date, and location. Schedules are subject to change, and the School will provide reasonable notice.

4.2. Lesson Cancellation: The Student must provide a minimum of 48 hours' notice to cancel or reschedule a Behind-the-Wheel lesson. Failure to do so will result in the following fees. These fees must be paid before any subsequent lessons are scheduled.

- 48 to 24 hours' notice: \$35
- Less than 24 hours or "No-Show": \$75

4.3. Instructor/School Cancellation: The School or its instructors may cancel lessons due to unsafe weather, road conditions, or instructor illness. In such cases, the lesson will be rescheduled at no cost to the Student.

Steer'ngo Driving School

Privacy, Registration and Refund Policy

5. Policies and Procedures

5.1. Electronic Devices: The use of cell phones and other electronic devices for non-instructional purposes (e.g., talking, texting, browsing) is strictly prohibited during classroom and in-car sessions. Devices used in violation of this rule may be confiscated until the end of the session.

5.2. Facilities and Belongings: The Student must respect the classroom and facility rules. The School is not responsible for any lost, stolen, or misplaced personal belongings.

5.3. Course Materials: Each Student will be provided with one course manual. This manual must be returned to the instructor before the first Behind-the-Wheel lesson. A lost or damaged manual will incur a \$25 replacement fee, which must be paid before the Ministry of Transportation certificate is issued.

5.4. Valid License: The Student must possess a valid Ontario Driver's License (G1 or higher) for all Behind-the-Wheel lessons and must present it to the instructor at the start of each lesson. Failure to present a valid license will result in lesson cancellation and a "No-Show" fee.

6. Limitation of Liability

To the fullest extent permitted by law, Steer'ngo Driving School, its owners, employees, and agents shall not be liable for any direct, indirect, incidental, special, or consequential damages arising from or related to the Student's enrollment, participation, or inability to participate in the course, except in cases of gross negligence or wilful misconduct.

7. General Provisions

7.1. Entire Agreement: This Policy, constitute the entire agreement between the Student and the School.

7.2. Severability: If any provision of this Policy is found to be invalid or unenforceable, the remaining provisions will remain in full force and effect.

7.3. Amendments: The School reserves the right to amend this Policy at any time. Continued use of our services after such changes constitutes acceptance of the new Policy.

Steer'ngo Driving School

Privacy, Registration and Refund Policy

Acknowledgement

By proceeding with enrollment/registration, the Student acknowledges that they have read, understood, and agree to be bound by the Privacy, Registration and Refund Policy.