



SAFE✓2✓DRIVE

Safe2Drive Solutions Ltd

Licence Check & Grey Fleet Solution



Service Definition Document

January 2026

Safe2Drive Solutions Ltd - GCloud Service Description

Service Explanation

Summary

Safe2Drive Solutions Limited has a 19 years direct industry experience.

Safe2Drive is based on a heritage of innovation and time-tested UK brand customer success. And has made its top priority to go above and beyond for our customers. We deliver a system that's easy to use but yet technically the most advanced in the market thus ensuring it is the customer's choice. The Safe2Drive Licence Check solution uses the DVLA Access to Driver Data (ADD) service.

Driver Licence checking is a crucial service for any organisation which permits employees to drive for company purposes. The Safe2Drive system is essential for individuals in positions of authority who are responsible for managing work-related road risk and have broader responsibilities for health, safety, and corporate duty of care.

Service Description

Safe2Drive's licence checking system utilises live data from the Driver and Vehicle Licensing Agency (DVLA) ADD database to verify UK driving licence information. The DVLA driver record is the only official source of data against which to check an individual driver's licence and entitlement to drive.

Safe2Drive provide a safe, secure and reliable cloud based solution which communicates directly with the DVLA, it returns the driver record, which it then stores and verifies the drivers licence data. This allows a real-time driving licence checking facility anytime day or night. The Safe2Drive also provides system integration tools such as an API for its clients.

Service

Aspects

- Direct connectivity to the DVLA ADD service
- System supports multiple ways of the collect the driver's permission in a secure manner
- Real Time monitoring of 'All Driver Risk'
- Automatic frequency recheck facility
- Self-check & licence recheck facility
- Email prompts, reminders & alerts both to the system user & the driver
- Fully customisable system views & search filters
- API for seamless integration – a data bridge of service between two applications
- Secure & encrypted MS cloud hosted service
- Accreditation & Certifications - ISO 27001:2022 and Cyber Essentials certification
- UK GDPR compliant system – providing the system user to retain / delete data according to their own data policy

Advantages

- Supplies true data from DVLA ADD service via the Safe2Drive system
- Results available instantly
- DVLA driver declaration – 3 year permission period with auto renewals & KPIs
- The system automatically schedules driving licence rechecks based upon risk or driving policy. Checking Frequency and can be altered at anytime
- Comprehensive system, administration & driver alerts / notifications and driver insights / driver direct links to DVLA – unique to the Safe2Drive System

- Full management reporting and customisable system data filtering
- Multiple user permission methods

Driver Declaration

In order to check a driver's driving licence record with the DVLA, the driver must provide their permission. This is securely managed within Safe2Drive. Options include:

- Paper Declaration DVLA form D906
- Electronic Declaration, (E-Declaration) using an encrypted link within the email
- On premises where the system user can auto generate the permission for the driver when they are face-to-face
- Safe2Drive's 'Instant Check'
- System users online web page

In accordance with the contractual terms and conditions of the DVLA, which are compliant with UK GDPR, Safe2Drive is required to preserve proof of the all driver declarations. All original or facsimile copies of paper declaration forms will be digitised and stored by Safe2Drive within its encrypted portal, followed by shredding of the paper declaration in compliance with recycling disposal process within ISO27001. Following the contractually stipulated data retention periods from DVLA, all electronic scans and E-Declaration logs kept in our Microsoft Azure cloud facility will be securely erased where all data is fully anonymised.

Online Driving Licence Permission

The following information is provided by Safe2Drive and is a direct representation of the driver's DVLA record within the Safe2Drive system. All information on UK driving licences is provided:

- Drivers Endorsements and penalty points (current) and endorsement & conviction dates
- CPC card inception & expiry dates (where applicable)
- Tacho Card reference number and effective dates (where applicable)
- Any Disqualifications, (including drink driving offences)
- The driving licence & photocard status and their expiry dates
- Any Provisional Licences
- All inexperienced drivers (2 years and under on the road)
- Defined professional driver records
- Where licence is expired, or due to expire and revoked licences
- Category entitlement to drive (and expiries)
- Restriction to drive codes
- Full reporting management reporting and data search and retain filters
- Confirmation of entitlement against driver for vehicle categories

In addition, the Safe2Drive system has the following functionality: -

After Safe2Drive submitting a data request, the DVLA driver records database will immediately provide the results, which can then be accessed through the Safe2Drive system for reporting and reference needs.

In order to reflect their organisational structure, organisations can group drivers by department and location: -

- Driver Delete / Archive facility
- Drivers & system users can be defined into a granular user experience & inter departmental driver allocation
- Add & remove system user access & User Audit Trail
- Restrict user access dependent on admin user level allocation
- Edit driver input details where required with full audit trail
- Automated re-checking of a driver based on frequency of checks and risk of drivers
- Align leavers leaver records to match your HR records after a driver leaves their employ
- Driver document storage area

- Instant UK licence check facility on demand
- Restrict the User View on Personal Identifiable Information (PII)
- Internal Document transfer mechanism

Automated Check Frequency

The Safe2Drive system automatically segments the drivers into different colored risk profiles. This risk is determined by the number of penalty points accrued and the system presents the driver results using Red, Amber, Green & Black for an immediate visual impact.

Safe2Drive will automatically recheck all the drivers licences based on the frequency determined by the user based & upon segmented points risk/score. This can be customised to match a business's own driving for work policy or an insurance road risk policy.

Our Business Hours

Safe2Drive Solutions normal business hours are 8:30am to 5:00pm Monday to Friday, with the exception of UK public holidays.

System Implementation

Client Onboarding

For new clients, Safe2Drive Solutions Limited offers a very quick and simple onboarding procedure that aims to streamline the transfer from the "clients procurement" to "Business as Usual". Safe2Drive ensures the boarding of the drivers is well-managed and methodical with a simple procedure.

Safe2Drive Solutions Limited will designate a contact for the onboarding procedure. It is expected that the client will designate a point of contact to oversee the boarding procedure. In order to deliver the system, Safe2Drive will assist with the setup, and configuration as required.

Process	Action	Actioned
Sales Order Placed	Client Order received - T&Cs sent to client for sign off and return to Safe2Drive.	Week 1
Define System Setup	Client define requirements sends S2D including system access permissions, driver data for importing, site definition and location or department setup.	Week 1
System Set-up / Configuration	Safe2Drive sets up system and configured as per the clients Specified requirements, such as frequencies of check and risk ranges	Week 1
System user access	Setup system access dependent on the clients user requirements and provide access to users and invoke 2FA where applicable	Week 1
Internal Client Communications	Client sends internal communication to Drivers to ensure they are aware of the E-Declaration invite that is going to be sent by Safe2Drive	Week 1
Client Go Live	System Sign off by client	Week 1
Online Training	Training of the Safe2Drive system users at an agreed time and date by online MS Teams call This is after the drivers have boarded, this allows the client data to be reviewed and used in training	Week 2 *

Note: The average client/driver boarding timescales are within a 1 week, or less depending on the client / driver availability and therefore commitment to each stage of the process. Safe2Drive operations team will support the client throughout the implementation & driver boarding process. If the client wishes the service can be implemented within the same day if this is a specific requirement.

Client Off-Boarding

In the event that the service agreement is terminated, Safe2Drive shall (unless otherwise agreed);

- The client will permanently delete driver records
- Safe2Drive will remove system access to the users and drivers
- Stop / Disable any API data connections to the clients system
- Disable / Delete the customer / driver / vehicle information
- Stop / delete the client data from our system backup
- Permanently disable / delete the client account
- Anonymise all driver data in line with the DVLA retention policy

The clients data can be downloaded in an CSV format file at no additional cost under the UK GDPR – “The right to data portability”.

Once the termination notification is received, all of the aforementioned actions will be completed within approximately one week. Email gdpr@safe2drive.co.uk.

Client Data Importing

Safe2Drive Solutions Ltd will provide the client administrative user(s) with a driver data import spreadsheet for the driver data they wish to be imported into the Safe2Drive system. The data fields will include full names, driving licence numbers, dates of birth and email addresses where applicable, there is also locations & departments to segment the clients drivers. Safe2Drive will visually check the initial driver data to be imported however the client is responsible for their own data and data integrity.

Client Training

The designated system admin users will receive online training from Safe2Drive Solutions Limited. Additional training is available; you should discuss this with the business development or the operation manager assigned to your business.

If necessary, Safe2Drive can offer extra in-person or online training as a separately billable service.

The Operations Team

Client Management

An account manager will be allocated to a client account by Safe2Drive Solutions Limited. In order to maintain and assess client satisfaction with the Safe2Drive System and to negotiate any modifications or changes to the software, the account manager will be in charge of collaborating with the customer.

The appointed account manager will act as a point of contact in the support process.

Client Support

Safe2Drive Solutions Limited provides client support directly via the business development manager or the operations team. The client admins team will be provided with the necessary training to ensure the client admin team can operate the system effectively. Where the trained client team operate the system or have a problem or a query with regard to the system, Safe2Drive will provide appropriate support and the resolution via one of the following channels:

Through designated customer support contacts, you can get online and phone support, as well as remote terminal sharing via secure software links and email correspondence to the support services account.

Definitions

The following criteria are used in the definition of our service:

- **Query** – is a request for technical or non-technical guidance or assistance with regard to an aspect of the solution
- **Incident** – is an incident which is an unanticipated disruption in the systems' service or availability, it could be a fault or decline in the level of service delivery / quality.
- **Problem:** this is a fundamental issue where the system show a problem or fault that requires attention and is effecting the operational functions of the system

Telephone Support Service

During regular business hours, our telephone client support will be available deal with any Priority issue levels (see below) and to generally assist with any problems. In addition, in the event that the online support service is not accessible, please contact our direct number (available on our website) your call will be transferred out of hours, directly to one of our management team to resolve or escalate to our IT Team.

Reaction Times

Calls and emails to Safe2Drive are logged, and support is assigned the task, the support ticket is subsequently managed by the IT Team and responses to inquiries are given in accordance with the following priority criteria:

	First Response	Target Response
Priority 1	2 hours	4 hours
Priority 2	4 hours	16 hours
Priority 3	8 hours	40 hours
Priority 4	16 hours	No Target

Please note that: Since a problem was reported, all response times have been calculated based on a period of normal business hours. It is assumed that the customer is available to assist in the resolution process as needed.

Priority Definitions

Priority	Definition
Priority 1	• Service unavailable to significant number of users • Complete failure of business- critical functions with no workaround offered, and immediate and substantial operational impact, leading to reputational damage
Priority 2	• Business critical functions unavailable with only a limited workaround available • Service is severely degraded for a significant number of users
Priority 3	• Aspects of functionality not operating in line with its specification. Has limited operational impact and / or a reasonable interim workaround available
Priority 4	• New or duplicate Request for service enhancement
	• Service Query / Known Issue

Service Development

Solution Development

Safe2Drive Solutions Limited will continue to develop and update its system throughout the lifetime of the contract based on a wide-ranging set of requirements, including client requests for enhancements to the service, internal development requests and planned roadmap developments. Newly developed features will be made available to the clients(s) as part of the ongoing delivery. Where features have been developed, which are deemed additional to or external to the initial system specification or are requested on a bespoke basis, these will be made costed and made available, but please note may be an additional chargeable service.

Maintenance And Updates

Safe2Drive Solutions Limited will manage the delivery and configuration of all necessary updates to third party and solution specific software components. Where possible all software updates will be applied outside normal business hours.

Service Levels

Service Availability

The Safe2Drive System will be available to the customer 24 hours per day 7 days per week other than during periods set aside for planned maintenance or system updates. Such periods of unavailability will be notified in advance to the nominated customer contact(s) as per the periods notified earlier but generally providing a minimum of 48 hours' advance notice.

Service Level Exclusions

Service Level targets, including solution availability do not apply when the service is impaired by the following;

- Issues relating to the behaviour or performance of third party hardware and networking systems or services that form part of the customer's IT estate or are part of the internet
- Issues relating to the behaviour or performance of the customer's users when using the service outside the terms and conditions set out in the End User Contract Agreement

For full details on our Service Levels, please refer to our full service level agreement contained within our contractual Terms & Conditions document.

Business Governance

Information Assurance

Safe2Drive Solutions Limited is a data processor on behalf of the customer, and is ISO 27001:2022 accredited.

Data Protection

Safe2Drive Solutions Limited is a registered data controller with the Information Commissioners Office. The ICO registration is ZB457373.

Safe2Drive Solutions Limited as a member for the Association of Fleet Professionals and Driving for Better Business.

Data | System Testing

Safe2Drive also completes an annual system penetration testing to ensure the live system is tested for external cyber vulnerabilities, this is conducted by external assessors to a Crest Standard.

Data Storage

Safe2Drive stores all of its Driver Data in the UK and is also has redundancy backups in the UK with Microsoft Azure Cloud.

Business Continuity

Safe2Drive Solutions Limited has a business continuity plan as part of ISO 27001:2022 accreditation. The plan is audited & tested every year as part of our governance.

For full details on our corporate governance, please contact gdpr@safe2drive.co.uk and we will be answer your specific questions.

Customer

Responsibilities

It is the responsibility of the customer to ensure that their users:

- Have access to suitable software and IT infrastructure to exploit the features of the service. Use of a compliant web browser and access to a suitable network as defined in the 'Support web browsers' and 'Networks and connectivity' sections of the GCloud service description for this item.
- Have been trained correctly in how to use the service, through Safe2Drive online learning materials or through a train the trainer programme sponsored by the customer
- To ensure that all contacts information used in the service is correct and up to date and that the contact has given permission to be contacted by the customer

For full details on the customer responsibilities, please refer to our full service level agreement contained within our contractual Terms & Conditions document.

Service Costs

Pricing

For comprehensive pricing information, including unit prices, discounts and day rates please see the GCloud Service Pricing document.

Chargeable Services

Bespoke and repeat services can be provided by Safe2Drive Solutions Ltd as required by the customer. These will be delivered as Chargeable Services; examples could include:

- Client specific, repeat training, onsite training
- Bespoke Reporting
- Integration with 3rd party software utilising our API
- Bespoke Client System Branding

Chargeable Services can be purchased on demand at the standard Safe2Drive day rates as detailed in the Pricing Schedule Document from within our GCloud listing.

Sales And Accounts

For details regarding Charges and Payment please see the Safe2Drive GCloud Terms and Conditions. To discuss any other matter relating to sales please contact sales@safe2drive.co.uk or accounts / invoicing please contact accounts@safe2drive.co.uk