

Sandow's Garage Ltd – General Data Protection Regulations Privacy Policy

Introduction

This privacy policy outlines the ways in which we process your personal information to comply with the The General Data Protection Regulations (GDPR) which were put in place on 25th May 2018. Please read the following carefully so you can have a comprehensive understanding of our practises and working methods regarding your personal data, and how we will use it.

For the purpose of UK data protection laws, the data controller is: Sandow's Garage Ltd.

Data Protection Principles

When we process your information, there are six enforceable principles of good practice by which we abide. These ensure that your personal information must be:

- processed fairly, lawfully and in a transparent manner
- adequate, relevant and limited to what is necessary
- processed in a manner that ensures appropriate security
- processed for specified, explicit and legitimate purposes
- accurate and kept up-to-date
- kept for no longer than is necessary

Information you provide us with

The types of personal information we may collect, process, store and transfer about you typically may include:

- Name
- Address
- Contact numbers
- E-mail address (if provided)

How we collect your personal information

There are several ways we may collect your personal data, such as:

- Entering into an agreement with us to service your vehicle
- Corresponding with us by phone, email, letters or otherwise

How long we will store your personal information

The duration we store your personal data depends on our 'legal basis' for using it. Normally we would store your data because it is necessary for us to comply with a legal obligation to which we are subject or for our legitimate business needs.

Purposes for which we will use the information you give to us	Legal basis
When you obtain a quote from us, you provide your name, postcode & contact details	We need you to provide this information to enable us to provide our service subject to our terms and conditions
To carry out the service and/or MOT of your vehicle	This is necessary for the performance of the contract between you and us
Post-Sale contact where issues have been identified in accordance with our contract	It will be necessary for our legitimate business interests, and in accordance with our contract
Where you have contacted us with a query or concern.	It will be necessary for our legitimate business interest to enable us to address your query

Purposes for which we will use the information you give to us	Legal basis
To send you an MOT reminder	It will be necessary for us to provide you with these as legitimate business interests, namely to ensure you continue to receive communications that you have previously agreed to receive as part of our service (until you tell us you no longer wish to receive them)

Where we store your personal information

All information you provide is stored on our secure servers.

We will take all steps reasonably necessary to ensure that your data is treated securely, including taking the following safeguards:

- **PCI DSS standards.** We will only request your debit or credit card details at the conclusion of a booking, so we can accept payment from you via our secure online system. We do not keep your debit or credit card details on record
- **Methods of disposal.** Paper documents are disposed of by shredding and/or burning in a manner that ensures confidentiality
- **Firewalls and Encryption.** We use up-to-date and industry-standard firewall and encryption software technology

We ensure that your data is not passed to any third party for marketing purposes. Your information is used solely for Sandow's Garage Ltd to provide you with our services.

Changes to your personal data or opt out our communication arrangements

Up until now, by registering an account with us we have 'assumed consent' to use your personal data to perform the aforementioned actions. However, to comply with the new data regulations we now need to ensure that you are satisfied to continue in this manner. If you are satisfied to receive invoices, statements, reminders and general information by post/e-mail in the normal way we currently operate, you do not need to take any further action. However, should you wish change your personal data we hold or opt out of our communication arrangements we have with you, could you kindly let us know.

If you have any questions, please do not hesitate to contact us. Thank you for your co-operation.