

## **Privacy Policy**

As part of running our business, Crudwell Garage Ltd sometimes needs to collect, maintain and use personal data about you. That will normally be if you are a current, past or prospective customer, a supplier, an employee, or an individual that's contacted us and needs a response.

Just so you know, the legal basis that we have to process your data falls into one or more of the following areas: Firstly, if we have a contract with us – for example if you are an existing customer or supplier. Secondly, if you've provided consent – for example, if you've consented to receive reminders from us. And finally, if we have a legitimate reason – for example, you have contacted us with a query that needs responding to.

### **PERSONAL INFORMATION**

Any personal information you give us, either on this website (for example, via a contact form), via email or direct mail, phone contact or direct contact with the company in person will never be sold, rented or made public without your consent.

We take your privacy seriously. We'll only use your information for the legal basis with which we hold it. Sometimes, to do that we might need to pass information on to a third party (for example your email, contact number or vehicle registration number to a sub-contracted supplier). When we do, we'll use safe, reliable, GDPR compliant services who won't pass your personal details anywhere else.

### **INFORMATION WE COLLECT**

#### **1. Contact Information**

We hold contact information on the individuals and companies that we do business with, employ, and/or market to. Whenever we hold such information we only hold that which is necessary for purposes we need. To find out more about what we hold for individual purposes please contact us using the methods described below.

#### **2. Site Visits Tracking**

We collect visitor behaviour on our website. This tells us which pages are visited, the sorts of searches that are used to find us, what people do on the site when they are there. It doesn't tell us anything personal about the people visiting the site, just what they do.

We use cookies to track that data. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information.

If you want to know more about cookies visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You can set your browser not to accept cookies. The website above will tell you how. But, do bear in mind some of our website features may not function as a result.

We use the data to make changes on our website, based on what we see visitors are doing.

### 3. **Contact By Form, Email Link & Telephone**

If you email us, either using a website contact form or by sending a direct email, we'll get that information in an email. That data isn't stored on our website.

If you phone us and we need to store your details for any of the legal bases explained, we'll store it safely on company computers that are regularly maintained and safely kept. If you are signed up to receive reminders from us, we'll store some information on the secure servers of the companies that we use to send our reminders.

We may keep a record of contacts (such as emails that have been sent and received), but again we won't use the details for anything other than the relevant legal reasons stated.

### 4. **Marketing**

On occasion, we may send marketing and information emails. We'll only send these emails if you fall into one of the two following categories:

1. You're an existing customer or supplier who we do current business with.
2. You've asked us to send you reminders when your vehicle requires an MOT or Service.

If you've asked to get our marketing, you may opt out at any time by contacting us at [service@crudwellgarageltd.co.uk](mailto:service@crudwellgarageltd.co.uk)

## 5. **CCTV**

If you visit the garage you may be recorded on our internal and external CCTV cameras. These cameras are used purely for the purposes of security. In the event of a break in, we would share any CCTV that provides evidence to the police. Other CCTV data is deleted regularly.

### **WHAT WE DO WITH THAT INFORMATION**

Where appropriate, we'll use the information we keep about you to:

1. To send you information on products or services that you've asked for.
2. To send you information on products or services, which we think will interest you.
3. To carry out our obligations arising from any contracts entered into between you and us.
4. To notify you about changes to our services or products.
5. To inform business partners, suppliers and sub-contractors for the performance of any contract we enter into with you.
6. To send you email or text reminders that you have opted in to receive.

### **ACCESS TO YOUR INFORMATION & CORRECTION**

You have a number of rights including the right to request a copy of the information that is held about you. If you'd like to know what information is held, please contact us, by emailing [service@crudwellgarageltd.co.uk](mailto:service@crudwellgarageltd.co.uk) and we'll reply to you by email. Legally that's within one working month, but we'll aim to reply as soon as we can. We want to make sure that your personal information is accurate and up to date. So, once you have any information, you can ask us to correct or remove anything you think is wrong. For a full list of your rights, have a look at the ICO Website.

We'll normally be happy to help at no charge, however where requests are manifestly unfounded, excessive, or repetitive after an initial, responded to, request, we'll potentially charge an admin fee to cover the time taken to fulfil the request. This fee will be charged at our standard hourly rate.

## **DESIGNED DATA CONTROLLER**

As a small company processing small amounts of data we are not obliged to appoint a DPO. If you have a data query, email us at [service@crudwellgarageltd.co.uk](mailto:service@crudwellgarageltd.co.uk) and we will be delighted to help.

## **THIRD PART PROCESSORS**

We use a number of third parties to process personal data for us. These third parties have been carefully chosen and, to the best of our knowledge, all of them comply with current legislation where applicable for their country. We may need to share your information with them in order to process products or services. This may be within the UK or outside including the United States and countries outside of Europe.

## **BREACHES**

We will report any unlawful data breaches of data held by us to the ICO as required (<https://ico.org.uk/for-organisations/report-a-breach/personal-data-breach/>) within 72 hours of becoming aware of a breach taking place if it is apparent that personal data stored in an identifiable manner has been stolen.

## **OTHER INFORMATION**

All traffic (transferral of files) between this website and your web browser is encrypted and delivered over HTTPS.

Our website may contain links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

## **FUTURE CHANGES**

This privacy policy may change from time to time in line with legislation or industry developments. We will not explicitly inform our clients or website users of these changes. Instead, we recommend that you check this page occasionally for any policy changes.