



## **AUTOAIR GLOUCESTER LTD**

### **DATA PRIVACY NOTICE**

We value your privacy and want you to be clear about the data we collect and store, how we use this and the rights you have to control that information.

We have created a Data Privacy Policy to reflect changes introduced by the new General Data Protection Regulations (GDPR) which comes into force from 25th May 2018. The changes in law will provide you with greater transparency and control over your personal data.

#### **What data is being collected?**

For you to enter into an agreement with **AUTOAIR GLOUCESTER LTD**, we will collect and store your personal data. The use and storing of this personal data is a contractual requirement and is necessary by **AUTOAIR GLOUCESTER LTD** in order to administer your account and to provide the products and service from us.

When you contact **AUTOAIR GLOUCESTER LTD** to engage in our services, by providing us with your personal data you are giving your consent for **AUTOAIR GLOUCESTER LTD** to collect and store this data. Failure to give consent may mean we will be unable to execute the contract and would result in us not being able to provide you a service.

#### **When engaging AUTOAIR GLOUCESTER LTD**

We will require the following information to enable an account to be opened.

- Title
- First name (s) surname or company name
- Address( street name, street number, postal code, city and county
- Email address
- Telephone and mobile number
- Fax number
- VAT number
- Company registration number

## **How long will the data be stored?**

Where possible **AUTOAIR GLOUCESTER LTD** will erase any personal data that is deemed no longer necessary for the purpose for which it is collected or otherwise processed, or if you have withdrawn consent for its processing and retention.

As currently practiced if you have a contract or intend to enter into a contract with **AUTOAIR GLOUCESTER LTD**, we will store the data for a period of six years for compliance with our general legal obligations and for the exercise or defence of any legal claim.

Under the GDPR, you have the right to block or request the deletion or removal of personal data to prevent further processing. This right to erasure is also known as the 'right to be forgotten'. Specific circumstances in which you can request the deletion or removal of personal data includes:

- Where personal data is no longer necessary for the purpose for which it is collected or otherwise processed
- Where you withdraw consent
- When you object to the processing and there is no overriding legitimate interest to continue the process
- Where the personal data was unlawfully processed
- Where the personal data has to be erased to comply with legal obligations
- In case a deletion is not possible due to legal, statutory or contractual retention periods, or if it requires disproportionate effort or prejudices your legitimate interests, the data will be blocked or deleted.

## **Marketing**

Unless you have told us not to we may send you marketing information relating to products that we think are of interest and relevance to you. If at any point you change your mind and no longer want to receive any marketing please contact us on **01452 308628**.

## **Telephone recordings**

All calls received are recorded for quality and training purposes. Where confidential information is given ie. credit cards and bank details recording is suspended.

## **Sharing of data with other data controllers**

Here at **AUTOAIR GLOUCESTER LTD** we take privacy seriously and the information we hold about you is confidential. We will only disclose it outside of **AUTOAIR GLOUCESTER LTD** when:

- You have given us your consent to do so
- In order to obtain professional advice (Legal advice)
- We or others need to investigate or prevent crime ( e g Fraud prevention agencies)
- There is a duty to the public to reveal information
- The law permits or requires it
- Regulatory or governmental body request or requires it, even without your consent

At **AUTOAIR GLOUCESTER LTD** we do not share any personal data with any other third parties except for couriers & freight providers.

## **Protecting your privacy**

In order to protect the personal data collected by **AUTOAIR GLOUCESTER LTD** against accidental or deliberate manipulation, loss, destruction or the access of unauthorised persons, technical and organisational security measures are constantly improved. In addition our employees and support staff are obligated to observe confidentiality and data privacy.

Where possible we have tried to make our website secure and reliable for our users. However, you recognise that your use of the internet and our website is at your own risk and we have no responsibility or liability for the security of personal information transmitted via the internet.

## **Breaches**

If at any time we become aware that your data has become compromised, or that a breach of our systems and controls has occurred, which has an impact on the security of your data, we will notify the information commissioner's office for you without undue delay.

## **Subject access request**

You have the right to request access to a copy of the personal information we hold about you. This is also known as "Subject Access Request". This information is provided to you free of charge.

## **Rectifying or updating personal data**

You are entitled to have your personal data rectified if it is inaccurate or incomplete.

## **Withdrawing consent**

You have the right to withdraw your consent for us to collect, process and store data at any time. If you wish to withdraw your consent please contact **AUTOAIR GLOUCESTER LTD on 01452 308628.**

## **Right to complain**

If you have a complaint about any aspect of data protection or if you feel your privacy has been breached by us please contact **AUTOAIR GLOUCESTER LTD on 01452 308628.**

## **Changes to the Privacy Policy**

Due to the further development of our website, government regulations or the implementation of new technologies, this policy will be reviewed, and may change from time to time. **AUTOAIR GLOUCESTER LTD** reserves the right to change this data protection information at any time with effect for the future. The revised policy will be posted on the website [www.autoairglos.co.uk](http://www.autoairglos.co.uk) so that you are aware of the information we collect, how it is processed and how it is stored. We therefore recommend you read the current data protection information again from time to time

Last updated: 16/5/2018

Date of next review: May 2019 or earlier if needed