

AutoService Centre

Privacy Policy

Introduction

AutoService Centre ("we", "our", "us") are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our garage, use our services, or interact with us in any other way. This policy complies with the UK General Data Protection Regulation (UK GDPR) as set out on the 1 January 2021.

1. Information we collect

We may collect and process the following data about you:

1.1. Personal Data

- Name
- Address
- Email address
- Phone number
- Vehicle registration number
- Payment details
- Any other information you provide directly to us

1.2. Technical Data

- IP address
- Browser type and version
- Time zone setting
- Browser plug-in types and versions
- Operating system and platform
- Other technology on the devices you use to access our website

1.3. Usage Data

- Information about how you use our website, products, and services

1.4. Marketing and Communications Data

- Your preferences in receiving marketing from us
- Your communication preferences

2. How we collect your data

We use different methods to collect data from and about you, including:

2.1. Direct Interactions

- When you provide your personal details by filling in forms or corresponding with us by post, phone, email, or otherwise.

2.2. Automated Technologies or Interactions

- As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions, and patterns.

2.3. Third Parties or Publicly Available Sources

- We may receive personal data about you from various third parties and public sources.

3. How we use your data

We will only use your personal data when the law allows us to.

Most commonly, we will use your personal data in the following circumstances:

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3.1. Performance of Contract

- To carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products, and services that you request from us.

3.2. Legal Obligation

- To comply with a legal or regulatory obligation.

3.3. Legitimate Interest

- To notify you about changes to our service.
- To ensure that content from our website is presented in the most effective manner for you and for your computer.
- To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.
- To keep our site safe and secure.

3.4. Consent

- To provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about.
- To make suggestions and recommendations to you and other users of our website about goods or services that may interest you or them.

4. Disclosure of your data

We may share your personal data with the following:

4.1. Service Providers

- External third parties that provide IT and system administration services.

4.2. Professional Advisers

- Including lawyers, bankers, auditors, and insurers who provide consultancy, banking, legal, insurance, and accounting services.

4.3. Regulatory Authorities

- HM Revenue & Customs, regulators, and other authorities based in the United Kingdom who require reporting of processing activities in certain circumstances.

4.4. Third Parties

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If AutoService Centre or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

4.5. Legal authorities

- If required to do so by law or in response to valid requests by public authorities.

5. Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors, and other third parties who have a business need to know.

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6. Data retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

7. Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data, including the right to:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

If you wish to exercise any of the rights set out above, please contact us.

8. Contact us

If you have any questions about this Privacy Policy or our treatment of your personal data, please write to us by email at enquiry@autoservciecentre.co.uk or by post to:

AutoService Centre
Unit 4, Trout Road
West Drayton
Middlesex UB7 7RT.

9. Complaints

If you are not satisfied with our response to your complaint or believe our processing of your data does not comply with data protection law, you can make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>

10. Changes to this privacy policy

We may update this policy from time to time by publishing a new version on our website. You should check this page occasionally to ensure you are happy with any changes to this policy.

Effective Date: 1st July 2024

By using any of our services, you agree to the terms of this Privacy Policy.