

PRIVACY POLICY

At Motorfix Auto Centre and Car Centre we treat the privacy of our clients with the highest importance. This policy details the measures we take to preserving and safe guarding your privacy when you visit or communicate with our centres and personnel. Specifically it covers a detailed explanation of how we may store or otherwise use personal information about you. In particular we want you to know that Motorfix Auto and Car Centre does not sell or trade customers' data therefore we do our best to ensure that your data is safe and relevant measures are in place to ensure this is always the case.

1) Introduction

1. We are committed to safeguarding the privacy of website users and also customers for whose data we hold.
2. We will allow users as much control over their personal data as possible when accessing our websites and/or services.
3. All references to 'us', 'we', 'our' and 'Motorfix' refers to Motorfix Auto Centre and Motorfix Car Centre.

2) How we use your personal data

1. We will hold data to identify you, including your contact information, your financial details when paying by credit/debit card, cheque and bank transfers.
2. Information which you have consented to us using and other personal information such as telephone recordings and CCTV images.
3. We collect information you give us, information from your use of our products, services or our websites and mobile apps and information provided to us by third parties.
4. We may process 'Account Data'. This may include Full Names, Addresses, Telephone Numbers (both mobile and land line) emails and genders of persons.
5. The legal basis for this processing is our legitimate interests, namely the proper administration of your account with us and to allow us to operate/work on your behalf in an efficient manner.
6. We may process 'Enquiry Data'. This may include your company name, information on services you require, contact details (including geographic/location data) and how you heard of us. This enquiry data may be processed for the purposes of offering and recommending goods or services to yourself at an enquiry stage. The legal basis for this processing is done via consent which could be either by calling Motorfix and requesting the enquiry or filling out a form on our websites and requesting an enquiry.
7. We may process 'Notification Data'. This is for the purposes of email notification and/or promotions. The legal basis for this processing is all persons will have consented to it in advance. This data includes your first name, last name, company and email address.
8. We may process 'Correspondence Data'. This may include any communication with Motorfix in the form of emails, posted letters and/or notes taken whilst speaking over the phone or during meetings. The legal basis for this processing is our legitimate interests, namely the proper administration of our business and communications with users.
9. In addition to the specific purposes listed above we may process any data identified in this policy for compliance with legal obligations to which we are subject to. Additionally data can be processed for exercising or defending legal claims (both in Court and when settled out of Court) as well as maintaining insurance coverage, managing risks or obtaining professional advice.

3) Providing your personal data to others

1. We may disclose your personal data to our ultimate Holding Company as reasonably necessary for the purposes and on the legal bases, set out in this policy.
2. We may disclose your personal data to our insurers and/or professional advisers as reasonably necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, obtaining professional advice, exercise or defence of legal claims, whether in court proceedings or in an administrative or out of court procedure.
3. We may disclose your Account Data and Correspondence Data to our suppliers or subcontractors as reasonably necessary for the purposes of providing an efficient service to yourself.
4. Financial transactions relating to Motorfix and its services may be handled by our payment service providers, PayPal, GoCardless, WorldPay and our Bank. We will share transaction data with our payment services providers only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds.

4) Retaining and Deleting Personal Data

1. This section sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligation in relation to the retention and deletion of personal data.
2. Personal data that we process for any purpose shall not be kept for longer than is necessary for that purpose. We will retain your personal data as follows:
 - (a) Usage data: Notification data and Correspondence data will be retained for a minimum period of 3 years following the date it is collected and for a maximum period of 6 years following the date it is collected.
 - (b) Account data and Enquiry data for inactive clients will be retained for a minimum period of 1 year following the date it is collected and for a maximum period of 6 years following the date it is collected.
3. In some cases it is not possible for us to specify in advance the periods for which your personal data will be retained as it may be necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interest or the vital interests of another person.

5) IP Addresses and Cookies

1. We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to track abuse of our systems.
2. For the same reason, we may obtain information whilst you use our website by using a cookie file which is stored on the hard drive of your device you use when browsing our websites. They help us to improve our websites and to deliver a better and more personalised service. They enable us to:
 - (a) Store information about your preferences and allow us to customise our site according to your individual interests.
 - (b) Recognise you when you return to our site and to allow functions such as 'Stay Logged in' when logging in.
 - (c) Generally provide a better service.

6) Data Storage

1. We endeavour to ensure our clients' data is stored in a safe and secure manner.
2. Wherever possible we store data in the EU/UK. However, our cloud based accounting system company stores their data in the USA. Please see their own policy at:

<https://www.xero.com/accounting-software/security/>

<https://www.xero.com/about/security/>

Xero states it has also completed a SOC 2 Type 2 report (Service Organisation Control). The report covers the Trust Services Principles and Criteria for Security, Availability and Confidentiality. SOC2 audits are carried out by Ernst and Young, so it's an independent assessment of Xero's control environment against an internationally recognised assurance standard.

7) Amendments

1. We may update this policy from time to time, by publishing a new version on our websites.

8) Your Rights

We have summarised the rights that you have under data protection law. Some of the rights are complex, and not all of the details have been included in our summaries. Accordingly, you should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights.

Your principal rights under data protection law are:

- (a) the right to access;
- (b) the right to rectification;
- (c) the right to erasure;
- (d) the right to restrict processing;
- (e) the right to object to processing;
- (f) the right to data portability;
- (g) the right to complain to a supervisory authority; and
- (h) the right to withdraw consent

1. You have the right to confirmation as to whether or not we process your personal data and, where we do, access to the personal data, together with certain additional information. That additional information includes details of the purposes of the processing, the categories of personal data concerned and the recipients of the personal data. Providing the rights and freedoms of others are not affected, we will supply to you a copy of your personal data. The first copy will be provided free of charge, but additional copies may be subject to a reasonable fee.
2. You have the right to have any inaccurate personal data about you rectified and, taking into account the purposes of the processing, to have any incomplete personal data about you completed.
3. In some circumstances you have the right to the erasure of your personal data without undue delay. Those circumstances include: the personal data is no longer necessary in relation to the purposes for which they were collected or otherwise processed; you are no longer an active client; you withdraw consent to consent-based processing; you object to

the processing under certain rules of applicable data protection law; the processing is for direct marketing purposes; and the personal data have been unlawfully processed.

However, there are exclusions of the right to erasure. The general exclusions include where processing is necessary: for exercising the right of freedom of expression and information; for compliance with a legal obligation; or for the establishment, exercise or defence of legal claims.

4. In some circumstances you have the right to restrict the processing of your personal data. Those circumstances are: you contest the accuracy of the personal data; processing is unlawful but you oppose erasure; we no longer need the personal data for the purposes of our processing, but you require personal data for the establishment, exercise or defence of legal claims; and you have objected to processing, pending the verification of that objection. Where processing has been restricted on this basis, we may continue to store your personal data. However, we will only otherwise process it: with your consent; for the establishment, exercise or defence of legal claims; for the protection of the rights of another natural or legal person; or for reasons of important public interest.
5. You have the right to object to our processing of your personal data on grounds relating to your particular situation, but only to the extent that the legal basis for the processing is that the processing is necessary for: the performance of a task carried out in the public interest or in the exercise of any official authority vested in us; or the purposes of the legitimate interests pursued by us or by a third party. If you make such an objection, we will cease to process the personal information unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.
You have the right to object to our processing of your personal data for direct marketing purposes (including profiling for direct marketing purposes). If you make such an objection, we will cease to process your personal data for this purpose.
6. You have the right to object to our processing of your personal data for scientific or historical research purposes or statistical purposes on grounds relating to your particular situation, unless the processing is necessary for the performance of a task carried out for reasons of public interest.
To the extent that the legal basis for our processing of your personal data is:
 - (a) consent; or
 - (b) that the processing is necessary for the performance of a contract to which you are party or in order to take steps at your request prior to entering into a contract and such processing is carried out by automated means, you have the right to receive your personal data from us in a structured, commonly used and machine-readable format. However, this right does not apply where it would adversely affect the rights and freedoms of others.
7. If you consider that our processing of your personal information infringes data protection laws, you have a legal right to lodge a complaint with a supervisory authority responsible for data protection. You may do so in the EU member state of your habitual residence, your place of work or the place of the alleged infringement.

8. To the extent that the legal basis for our processing of your personal information is consent, you have the right to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal.
9. You may exercise any of your rights in relation to your personal data by written notice to us or by email, in addition to the other methods specified in this Section 8.

9) Our Details

1. We are registered in England and Wales under registration number 11064928 and our registered office is Unit 10 (No.5) Commerce Way, Walrow Industrial Estate, Highbridge, Somerset TA9 4AG which is also our principle place of business.
2. You can contact us:
 - (a) by post, to the afore mentioned address.
 - (b) by telephone: 01278-238080
 - (c) by email: motorfixac@hotmail.co.uk
 - (d) via our contact forms on our websites.