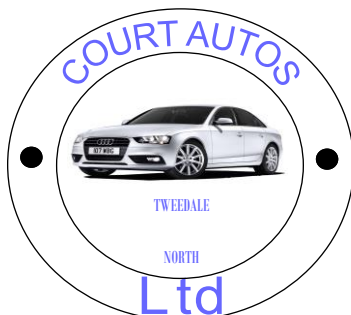


Court Autos Ltd
Tweedale North Ind Est
Telford
TF7 4JT
Tel: 01952 581189
Tel: 01952 585861



MOT testing, motorcycles, cars, vans & class 7
All makes of vehicle servicing. Menu prices
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A.B.S & E.M.L airbag warning lamp diagnosis
Latest 4 wheel alignment checking & printout
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www.courtautos.co.uk
reception@courtautos.co.uk

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Version one: Date: 03/05/2018

Privacy notice/ GDPR Statement

1. Introduction:

This document explains the data we collect and hold about you. It should be read in conjunction with the contract that controls our business.

As you may be aware GDPR will be active from 25th May 2018 and will affect how companies can store and process your data.

When you work with Court Autos Ltd your personal data is handled in line with GDPR (General Data Protection Regulation 2016).

It is important that the data we store and collect is accurate and up to date. If you have made any changes to the information we hold please contact reception so we can update the account immediately.

Data controller: Court Autos Ltd, Tweedale North Ind Est, Telford, TF7 4JT – 01952 581189
reception@courtautos.co.uk

2.

3. Data storage

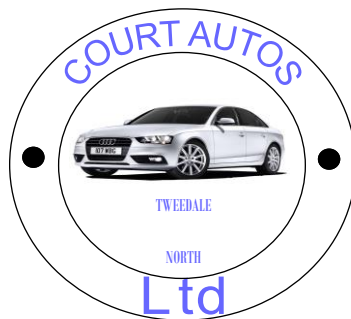
The Personal data we may collect from you or your company is based on information you have provided Court Autos. We do not collect personal data by any other means.

Personal data we hold about you includes the following:

- Full name and title/Company name
- Contact numbers (i.e home, work, mobile)
- Billing address/Home address
- Email address (optional)
- Invoices based around our contract
- Vehicle information (registration, make, model, work history, mot history etc.)
- Transaction data (record of how payment was made)

The above personal data is kept for the purpose of invoicing and identifying you for security reasons. Your email will be used to send an invoice or estimate if requested and only with your permission. We may use the email address to send you an MOT reminder with your permission.

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We will use your address for invoice purposes and to confirm who you are when collecting your vehicle. We may also use your address if you request the vehicle to be collected or delivered.

The contact number you provide Court Autos with will be used to contact you whilst your vehicle is on site to gain authorisation on a job or to give you a progress report. We may also use the contact numbers to provide you with an estimate for future repairs if requested.

A contact name will be used to confirm who we are speaking with and for identification purposes.

We hold information on vehicles relating to work we have carried out. This is kept for warranty purposes, quality control and history so we have a clear idea of what work has been carried out whilst in our care.

Please note as part of our contractual relationship we may collect, store and process personal details of other individuals in your organisation. You must have obtained permission either by contract or permission from them for us to do that.

If you fail to provide Court Autos with data or others in your organisation, unfortunately we will not be able to provide a service indicated in the contract. This may result in a temporary or permanent loss of service. If this happens we will contact you.

4. How we collect data

Direct interaction: this is data you have provided us with by email, letter and phone call, in person or social media.

We may also receive personal data from persons in connection with you. We would need confirmation from both parties for this information to be stored.

5. How we process collected data

The data we collect from you will only be processed when there is a lawful reason to do so.

We have determined that our main lawful reasons to contact you will be:

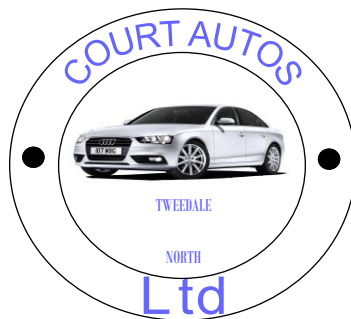
- In order to meet the obligations of the contact
- To provide you with a progress report whilst your vehicle is on site
- When we need to comply with a legal or regulatory obligation
- For our legitimate interests (i.e.: MOT Reminder, Service reminder)
- If you request an estimate/ phone call

We will only process your personal information under one of our lawful reasons.

We do not rely on permission as a lawful basis for processing however we will obtain if from you if processing reasons arise. Permission may be withdrawn at any time by emailing or writing to court autos (see introduction for details)

The data we hold will be on one or more of our computer systems

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Additional data processors include: Payment Assist, First Response, Accounts Department for lawful reasons, HMRC, Part suppliers (Vehicle registration, make and model only), DVSA for MOT (Vehicle details only), DVSA for MOT test (Vehicle information only), Insurance companies (In the event of a valid insurance claim), Sage

In the event of a vehicle sale information will be passed on to DVSA (Sale of vehicle) and the government (vehicle tax)

We will only share your information with payment assist or first response if you have requested request finance on a sales vehicle or for a repair.

The data used you supply us will be kept on our systems for the Legal Statutory period as required by the UK Government.

Your personal information will not be sold or used for any other purpose without your permission.

6. Your legal rights

You have the right to view the data we hold on you and in certain circumstances you have the right to erasure, restriction and objection if you deem and it is proven that the data we hold is incorrect.

You have the right to file a complaint with the Information commission's office (ICO) if you feel unhappy about any aspect of how we handle your personal data or the application of your rights. In the first instance please contact Court Autos to raise the issue using the details provided in section 1.

ICO contact information can be found at www.ico.org.uk

A fee will not be applicable to access your personal data (or to excessive any of the other rights). However we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. In this instance we may refuse to comply with your request in these circumstances.

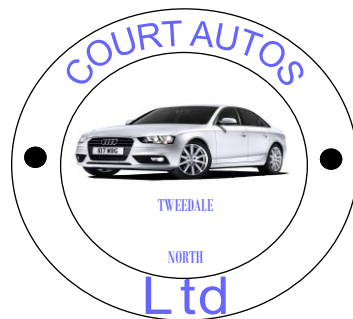
In order for your request to be processed, we may need specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is simply a security measure to ensure that personal data is not disclosed to anybody who does not have the right to receive it. We may also contact you to gain further information in order to speed up this request.

Our aim is to respond to a Subject access request within one month however on occasion, it may take us longer than a month if your request is particularly complex or you have made a number of requests. In cases such as this we will notify you and keep you updated.

7. Disclosure of your personal data

We may have to share your personal data with the following parties for the purposes set out in paragraph 4

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- Professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal and insurance and accounting services.
- HM Revenue & customs, regulators and other authorities based in the united kingdom and other relevant jurisdictions who require reporting of processing activities in certain circumstances.
- Additional data processors as identifies in paragraph 4 above.

We require all processors and third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purpose in accordance with our instructions.

8. Data Security

Court Autos has put a security measure in place to prevent your personal data from being accidentally lost, used or accessed in an authorised 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 that needs to know such data. Any of your personal data on our instruction and they are subject to a duty of confidentiality.

If we suspect a data breach has taken place we will notify you and any applicable regulator of a breach where we are legally required to do so.

9. Data retention

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

To determine the appropriate timescale of which personal data should be kept, we consider the amount, nature and sensitivity of the personal data, the purposes though other means, and the applicable legal requirements.

By law we have to keep basic information about our customers as stated in this policy for up to six years after they are no longer applicable for tax purposes. This data will therefore be kept for seven years to allow us to respond to any last minute request.



If you have any further questions or wish to speak in further detail about any of the point made please contact reception using the details provided in section one.

Emily Alford
For Court Autos LTD
May 2018