

Privacy

Station View Garage (Dorking) Ltd – Data Privacy Notice

The following data privacy notice explains the circumstances in which **Station View Garage (Dorking) Ltd** will collect personal data from you, why it is being collected, how we will use it and to whom we might disclose it if necessary.

The data controller

Station View Garage (Dorking) Ltd is committed to complying with the UK's data protection law and the EU General Data Protection Regulation (GDPR) for the protection of personal data, as well as the principles of data security in the configuration of our services. If you have any questions about this privacy notice or how we use your personal data, please contact our Data protection Officer.

What data is being collected and processed?

In order to enter into an agreement with **Station View Garage (Dorking) Ltd**, we will collect, store and use elements of your personal data. The processing of this personal data is a contractual requirement and is necessary by **Station View Garage (Dorking) Ltd** in order to administer your account and to provide the products and services you have requested from us.

When you approach **Station View Garage (Dorking) Ltd** to engage in our services, we will ask for your consent to collect and process your personal data. Failure to provide this consent and/or personal data may mean we will be unable to execute the contract and could result in termination of our services.

When engaging **Station View Garage (Dorking) Ltd** you will usually need to disclose the following:

- title
- first name(s), surname or company name (including representation as the case may be)
- address (street, street number, postal code, city and country/region)
- email address
- telephone and mobile number

Direct Marketing Communications

If you have chosen to opt-in to our direct marketing communications, we will use your information to tell you about products and services available from us which may be of interest to you. We may also use your information to tell you about products and services from our approved partners.

You have a right to opt-out of our direct marketing communications at any time. You can opt-out by following the unsubscribe instructions at the bottom of the communication or by contacting our Data Protection officer.

Links to other third party websites

Please note that this data privacy notice only applies to **Station View Garage (Dorking) Ltd** and we are not responsible for, and have no control over, information that is submitted to or collected by third parties, such as those where our website may provide links and banner advertisements to third party sites. Since we do not control these websites, you are responsible for reviewing and abiding by the privacy policies of these third party sites to ensure they comply with the applicable data protection regulations.

How long will the data be stored for?

Where possible, **Station View Garage (Dorking) Ltd** will take steps to erase any personal data that is no longer necessary for the purposes for which it is collected or otherwise processed, or if you have withdrawn consent for its processing and retention.

As a general rule, if you currently have a contract or intend to enter into a contract with **Station View Garage (Dorking) 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 claims.

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 the personal data is no longer necessary for the purposes 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 for continuing the processing
- Where the personal data was unlawfully processed (i.e. otherwise in breach of the GDPR)
- Where the personal data has to be erased in order to comply with a legal obligation
- In case a deletion is not possible due to legal, statutory or contractual retention periods, or if it requires disproportionate efforts or prejudices your legitimate interests, the data will be blocked instead of deleted.

Sharing of data with other data controllers

Here at **Station View Garage (Dorking) Ltd** we take your privacy seriously and the information we hold about you is confidential. We will only disclose it outside **Station View Garage (Dorking) Ltd** when:

- you have given us your consent to do so
- it is necessary for the performance of an agreement of which you will be made aware
- in order to obtain professional advice (e.g. legal advice)
- we or others need to investigate or prevent crime (e.g. to fraud prevention agencies)
- the law permits or requires it
- regulatory or governmental body requests or requires it, even without your consent
- there is a duty to the public to reveal the information

- **Fraud Prevention**

If you give us false or inaccurate information and fraud (in any form) is identified, details will be passed to the fraud prevention agencies. We and other organisations may also share, access and use this information to prevent fraud and money laundering, for example when:

- checking details on applications for credit and credit related or other facilities
- managing credit and credit related accounts or facilities
- recovering debt
- checking details of job applicants and employees

In addition, law enforcement agencies may access and use this information.

Protecting your privacy

In order to protect the personal data collected from you by **Station View Garage (Dorking) Ltd** against accidental or deliberate manipulation, loss, destruction or the access of unauthorised persons, technical and organisational security measures are constantly improved as part of our technological development. In addition, our employees, subcontractors and other support staff are obligated to observe confidentiality and data privacy.

Wherever possible, we have tried to create a secure and reliable website for our users. However, you recognise that your use of the Internet and our website is entirely 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 been 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, and you, without undue delay.

Subject Access Requests

You have the right to request access to a copy of the personal information that we hold about you. This is also known as a 'Subject Access Request'. This information is provided to you free of charge. However, we can refuse to respond or charge a 'reasonable fee' of £25 inc. VAT when a request is manifestly unfounded, excessive or repetitive.

We will provide this information in a structured, commonly used and machine readable form such as a CSV file. This allows you to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way, without hindrance to usability.

If you would like to submit a Subject Access Request, please contact our Data protection Officer in writing.

We will respond to your request without delay and at the latest, within one month of receipt of your request.

Rectifying or updating personal data

If you believe the personal data we hold about you is inaccurate or incomplete, you have the right to rectification.

We will typically respond to your request within one month, although this can be extended by two months if your request for rectification is complex.

Withdrawing Consent

You have the right to withdraw your consent for us to collect, process and store your data at any time. If you wish to withdraw your consent, please confirm this in writing to our Data protection Officer

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, we would like to hear from you. To help us investigate and resolve your concerns as quickly as possible, please contact our Data protection Officer.

If you are unhappy with the final response you have received from **Station View Garage (Dorking) Ltd** you have the right to complain to the supervisory authority, the Information Commissioner's Office (ICO) within three months of your last meaningful contact with us. You can call the ICO on 0303 123 1113 or by visiting their website: <https://ico.org.uk/>.

Changes to the Privacy Policy

Due to the further development of our activities, government regulations or the implementations of new technologies, this policy will be reviewed, and may change, from time to time. **Station View Garage (Dorking) Ltd** reserves the right to change this data protection information at any time with effect for the future. The revised policy will be posted to this page so that you are always aware of the information we collect, how we use it and under what circumstances we disclose it. We therefore recommend you read the current data protection information again from time to time.

Data Protection Officer

Data Protection Officer
Mrs Justine Pirt

Station View Garage (Dorking) Ltd,

Station Road, Dorking

RH41HF