

User privacy policy

We take the protection of your information seriously.

We understand the issues regarding privacy, and to inform our customers and comply with Data Protection regulations, we will explain how we handle personal data. This privacy policy is not a contract, and does not affect your statutory rights.

Your personal data

“Personal data” means any information relating to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier.

We do not consider information that has been anonymised or aggregated so that it can no longer be used to identify a specific natural person, whether in combination with other information or otherwise as personal data.

How we collect personal data

Generally, we collect personal data directly from you.

This may occur when you:

- Purchase any of our products or services
- Place a telephone call to us, or receive one from us
- Apply for a credit account with us
- Provide your details to us via web chat or social media
- Visit our website

We do not obtain personal data from third parties for marketing purposes. We may obtain personal data from a third party when it is necessary for compliance with a legal obligation, or the performance of a contract. For example, a Credit Reference agency if you apply for a credit account with us.

What personal data we collect

Where Epperstone By-Pass Garage Ltd is the data controller of your personal information we may collect the following about you:

- Contact details such as name, email address, postal address and telephone number
- Your vehicle details where you have provided them
- Financial information such as bank details, credit card details. Card details are processed by a payment processor (i.e. bank) immediately, not stored.
- Your purchase history for accounting purposes
- Your IP address and browser or mail client details during visits to our website or email communications.
- Your marketing preferences

How your personal data is used

Your personal data is used to fulfil orders placed with us, to provide customer service and technical advice when requested, for compliance with any legal obligations to which we are subject, for statistical analysis in order to improve our products and services, and to contact you with offers and new products when requested.

Who your personal data is shared with

We do not share, sell or distribute your personal data with other companies or organisations for their use other than outlined in this privacy policy.

Your rights regarding our use of personal data

We make our best effort to ensure that the personal information we collect is accurate, relevant and up to date. As required by applicable law, we also respect your rights to:

- Request a copy of the personal data we hold on you. Upon receiving such a request, we will provide a copy of the personal data we hold in a commonly used and machine readable (digital) format.
- Rectification of inaccuracies in personal data we hold on you. Simply contact us if you become aware of an inaccuracy and we will correct it as soon as reasonably possible.
- Erase the personal data we hold on you. Contact us if you would like us to close your account and / or delete any personal data we hold. Upon request, we will delete all personal data we hold, other than any data we are required to retain under a legal obligation we are subject to.
- Ask and we will restrict, stop processing or withdraw consent you have previously given for us to process personal data. We provide the option to unsubscribe from marketing communications at any time, even if you have previously given consent for us to send them.
Please note that requesting we stop processing your personal data for reasons other than marketing may prevent us from being able to offer you products or services.
- Data portability. EU regulation 2016/679, commonly known as the General Data Protection Regulation (GDPR), provides you the right to data portability. We uphold this right by providing a copy of the personal data we hold in a commonly used and machine readable (digital) format upon request.
- Object to automated decision making.

How long we keep personal data for

We only keep your information for as long as the regulations say we have to. This is usually between three and ten years after our relationship with you ends, but it will vary depending on what data we hold, why we hold it and what we're obliged to do by the regulator or the law. Typically, legal requirements are 10 years following a purchase from us, or after the customer/supplier relationship ends.

Securing your data

Personal Data held by Epperstone By-Pass Garage Ltd is stored on secure servers in the UK. We do not transfer EU customer personal data outside the European Economic Area. We hold data in various forms, including electronic databases and paper files. We strive to take all reasonable steps necessary to ensure your data is adequately protected and processed in line with this privacy notice. Such steps include encryption of electronic data, and physical access controls and security systems to protect paper records. Personal data is deleted / disposed of in a secure manner, in adherence to our data deletion policy.

Contact us

You may contact us in regard to this privacy policy, or to request management of personal data we hold in several ways, via phone using the number at the top of this page, in writing at the address at the bottom of the page, or via email sales@epperstonegarage.co.uk

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