

OAKDENE AUTOS

GDPR: Data privacy notice

Oakdene Autos is committed to protecting and respecting your privacy – and not only because the new rules set out in the General Data Protection Regulation (GDPR) require it but because it is ethical and professional.

This notice will tell you:

1. What data we collect
2. What it will be used for
3. How long it's stored
4. How long it will be kept

Please read the following carefully to understand our views and practices in relation to your personal data.

Data Controller – decides the purposes and means of processing personal data

Data Processor – responsible for processing personal data on behalf of a controller

Data Subject – That's you – or anyone else whose data we collect

1: What information we collect

Personal data – the GDPR applies to *personal data*, this means any information relating to an identifiable person who can be directly or indirectly identified (for more information see Article 6 of GDPR). For example name, home address, telephone numbers, email address. vehicle details and driving licence number. Online identifiers include IP addresses and cookies.

Processing – means any operation or set of operations performed on personal data or on sets of personal data, whether these are manual or automated. This covers collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available. It also includes alignment or combination of information and restriction, erasure or destruction.

Third Party – means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

Customer: The personal data you give us may include your name, address, email address, phone number, driving license and vehicle details

Enquirers: You may give us information about yourself by corresponding with us by telephone, email or otherwise. This includes information you provide when you enter a competition, promotion or survey and when you report a problem with our site.

You are under no statutory or contractual requirement or obligation to provide us with your personal data, but if you choose not to:

- . You will not receive MOT and Service reminders

2: What it will be used for

Customers: We use your personal data for the following purposes

- . To maintain our own accounts and records
- . To keep you up to date with MOT reminders and service reminders and any information that may be relevant with regards your vehicle maintenance.

Enquirers: We use your personal data to provide you with estimates and any information that may be relevant with regards your vehicle/maintenance

THE LEGAL PART

In relation to Article6 of GDPR these are the details of how your details may be processed by Oakdene Autos.

TYPE OF DATA	WHERE IS DATA HELD	WHY IS DATA HELD	WHERE DID DATA COME FROM	WHEN WAS IT COLLECTED	CONSENT
NAME	GA3 SYSTEM	AID BOOKING IN	CUSTOMER	TIME OF BOOKING	
ADDRESS	COMP HARD DRIVE	MOT REMINDERS			
HOME PHONE	PAPER RECEIPTS	SERVICE REMINDERS			
MOBILE PHONE		ACCOUNTS PURPOSES			
EMAIL ADDRESS					
VEHICLE DETAILS					

3: How it's stored

All customers' information is stored as digital documents on password protected computers.

Both customers and enquirers (who have submitted their details) name, address, telephone numbers, email address and vehicle details will be stored on the SWS Solutions Garage Assist to enable us to communicate easily with you as outlined above.

Sharing your personal data

Your personal data will be treated as strictly confidential and will be shared only with:

- . Oakdene Autos Staff
- . With the company accountancy practice for accounting purposes.

4: How long it's kept

We keep your personal data for no longer than necessary

- . All accounting information will be retained for 6 years as required by HMRC.
- . Customers information will be kept until asked to be removed from our database
And only for accounting purposes after this.

5: Other useful information

Your rights and your personal data

- . Request a copy of the personal data that we hold about you;
- . Request that we correct any personal data if it is found to be inaccurate or out of date;
- . Request your personal data is erased when it is no longer necessary to retain such data;
- . Withdraw your consent to the processing at any time, where your consent was our lawful basis for processing the data
- . Ask us to provide you with personal data and where possible, to transmit that data directly To another data controller, (known as the right to data portability) in line with GDPR
- . Where there is a dispute in relation to the accuracy or processing of your personal data, you can request a restriction to be placed on further processing.
- . Object to the processing of personal data (i.e. where processing is based on legitimate Interests) direct marketing and processing for the purposes of scientific/historical research and statistics).

Automated Decision Making

We do not use any form of automated decision-making in our business

Further processing

If we wish to use your personal data for a new purpose, not dcovered by this Data Privacy notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy.

How to make a complaint

To exercise all relevant rights, queries or complaints please in the first instance contact
Joe Hodgetts or Melanie Hill at Oakdene Autos, Cranes Close, Basildon, Essex, SS14 3JB Tel 01269 520537

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office (ICO) ON 03021 231113 or via email at <https://ico.org.uk/global/contact-us/email/> or by post at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.