

Classic & Modern Automotive Engineering Ltd

Privacy Policy

Introduction

Classic & Modern Automotive Engineering Ltd (“the company”) is a car specialist based in Dorton in Buckinghamshire that provides high quality servicing, repair and restoration services for classic and modern vehicles.

Privacy policy overview

This policy outlines the ways in which the company processes personal information to comply with the General Data Protection Regulations (GDPR). Please read the following carefully to have an understanding of the company’s working practises regarding personal data.

For the purpose of UK data protection laws, the data controller is Classic & Modern Automotive Engineering Ltd. Please see the end of this document for the company’s details.

Data protection principles

When processing personal information, there are six principles of good practice to which the company adheres. These ensure that personal information must be:

- Processed fairly, lawfully and in a transparent manner.
- Adequate, relevant and limited to what is necessary.
- Processed in a manner that ensures appropriate security.
- Processed for specified, explicit and legitimate purposes.
- Accurate and kept up-to-date.
- Kept for no longer than is necessary.

Types of personal information

The types of personal information collected, processed and stored may include;

- Name.
- Address and post code.
- Contact phone numbers.

- Contact e-mail addresses.

Vehicle details (such as registration, make and model) may also be included.

How personal information is collected

There are several ways personal data may be collected, including;

- Entering into an agreement with the company to service/repair/restore your vehicle.
- Corresponding with the company by phone, email, letter or otherwise.

Reasons for collecting and storing personal information

Data is collected and stored because it is necessary for the company to comply with legitimate practical business needs and/or legal obligations, and the duration of storing personal data depends on the basis for using it. This includes requiring a customer's name and contact details for the following reasons;

- To provide a quote for work, when requested to do so, subject to the company's terms and conditions of business.
- To carry out a service/repair/restoration on a vehicle, in order to complete the work required and liaise with the customer accordingly.
- To ensure follow-up contact with a customer where an issue with a vehicle may have been identified.
- To respond to a query and/or concern, and address it appropriately.
- To send reminders of work that may be required (for example, an annual car service), to ensure customers receive communications that they have requested to receive previously as part of the company's service. In such cases, this will remain in place until the customer informs the company that they no longer wish to receive them.

With regards informing those who may be interested in new services, special offers or general information from the company (for example, new technical services that can be provided), such communications will only be sent to those who have opted-in to receive them. In such cases, this will remain in place until the customers inform the company that they no longer wish to receive them.

Storage of personal information

In all cases, personal information is stored on password protected computers owned by the company. The company will take all reasonable steps necessary to ensure that data is treated securely, including the following safeguards;

- Payment Card Industry Data Security Standard (PCI DSS) – the company will request debit or credit card details either at the conclusion of a booking or the conclusion of work (prior to collection of the vehicle concerned), so that it can accept payment from customers via the secure online payment system. The company does not keep debit or credit card details on record.
- Methods of disposal – the company disposes of paper documents by shredding and/or burning in a manner that ensures confidentiality.
- Firewalls and encryption – the company uses industry-standard firewall and encryption software technology.
- The company does not share personal data with any third party for marketing purposes. The only event in which the company would share data with another party is if it was required to do so by law.

Changes to personal data or opting out of communications

In order to perform its legitimate practical business operations (as described above) effectively, the company will assume consent to use personal data. Should a customer wish to change the personal data held or opt-out of the communication arrangements that they have with the company, then they are requested to inform the company.

In the case of promotional communications, aimed at informing those who may be interested in new services, special offers or general information from the company, then such communications will only be sent to those who have opted-in to receive them. This will remain in place until the individual informs the company that they no longer wish to receive them.

Right of access and other privacy enquiries

Personal information that is stored by the company can be provided to that individual upon request. Please contact Classic & Modern Automotive Engineering Ltd directly via the contact information below. Likewise, if there are other questions regarding this policy then please use the same contact information.

Thank you.