

GROVE AUTOS LTD PRIVACY POLICY

In accordance with the General Data Protection Regulation (GDPR)

This privacy policy sets out how Grove Autos Ltd uses and protects any information that you give us.

At Grove Autos Ltd we are committed to processing personal information about our customers in ways that comply with our legal obligations as well as being clear with our customers about what we do with their personal information.

Data Protection Law

The General Data Protection Regulations describe how organisations including Grove Autos Ltd must collect, handle and store personal information. These rules apply regardless of whether data is stored electronically, on paper or otherwise.

How do we collect your personal information?

Your Insurer may provide your details so we can organise your repair

You may provide us your details verbally or via email to carry out a job or contract for you

We will pass on your details to your Insurer at your request for estimating purposes

What we collect

We may collect the following

- Name
- Address
- Telephone numbers
- Email address
- Vehicle registration number
- Vehicle damage and condition
- Driving licence details
- Credit card payments – we comply with all PCI DSS requirements

What we do with this information we gather

We use this your personal information as follows:

We may process your personal data for purposes necessary to carry out repairs on your vehicle ie estimating and management software

To maintain a relationship with you whilst you are a customer of the garage

For invoicing purposes

To order parts for your vehicle if necessary (we would only pass on vehicle details)

Data Sharing

We do not disclose your information to any company outside Grove Autos Ltd other than the Insurance Co or Parts Supplier if applicable to carry out the task.

We do not use your email address or any other personal details for marketing or any other purpose other than to carry out for the specified job

Security

We use reasonable security methods (firewalls and antivirus software) to protect the personal information that we process and taken appropriate security measures to prevent your personal data from being lost, used or accessed in an unauthorised way, altered or disclosed.

Data Retention

We will only retain your personal data for as long as is necessary to fulfil the purposes for which is collected.

Our retention periods are based on business and legal needs and your information that is no longer needed is either irreversibly anonymised or destroyed securely

What are your rights?

If at any point you believe retained information is incorrect you can request to see this information and even have it corrected and possibly deleted. Providing you this information is free of charge, but charges may apply for excessive requests.

Where relevant you have the right to withdraw consent and object to processing at any time and this means we cannot process our data without your consent. For more information about your data privacy rights please visit www.ico.org.uk