



A1 Motorist Centre

A1 Motorists Centre Ltd

Unit 2, Patricia Way,
Pysons Road Industrial Estate,
Broadstairs, Kent,
CT10 2LF

Privacy Policy
General Data Protection Regulations
(GDPR)

A1 Motorists Centre Privacy Policy

This Privacy Policy was last updated on 31/05/18

This Privacy Policy sets out how A1 Motorists Centre Ltd and its subsidiaries will use and process your personal information. The security of your personal information is important to us, and A1 Motorists Centre Ltd is committed to storing and processing your personal details securely.

By using A1 Motorists Centre Ltd website and all associated pages served from this domain, you, without limit, agree to be bound by this privacy policy.

CHANGES TO THIS POLICY

We may need to make changes to this privacy policy, at any time, to maintain the level of service we provide to you or to make improvements to the service you receive from us. For this reason, we ask you to review this Privacy Policy, for any updates, every time you visit this website.

The contents of our Privacy Policy have been written in plain in English to ensure it can be understood easily and without doubt.

SECURITY OF DATA

We make every effort to put procedures in place to safeguard the personal information you provide to us, this helps to protect it from being mis-handled and used illegitimately.

WHAT INFORMATION WE COLLECT FROM YOU AND HOW WE USE IT

WHAT PERSONAL DATA WE MAY COLLECT:

1. Full Name
2. Email Address
3. Billing Address
4. Delivery/Shipping Address
5. Telephone Number
6. Credit Card Type, Number, Expiry Date and Security Code.

HOW WE USE THIS INFORMATION YOU HAVE PROVIDED US WITH:

1. Accept and process your orders, including processing payment.
2. Respond to email or phones calls from you regarding work or potential work on your vehicle.
3. Verify your identity.
4. Collect your feedback though customer satisfaction surveys.
5. Contact you regarding collection, delivery or other matters associated with your vehicle

We need to collect and process your personal information when creating a job sheet on our Garage Assist computer system which manages all our work associated with your vehicle. The information we may require includes your full name, your address and contact details including telephone number and email address.

To make your experience and interaction with us as enjoyable as possible, we may ask for certain pieces of information which will allow us to tailor the service you receive from us to be more suited and appropriate to you as an individual. This information may be requested from us through customer satisfaction surveys.

WE MAY CONTACT YOU WITH INFORMATION ABOUT OUR PRODUCTS AND SERVICES

To offer the very best service we can to you, we may contact you from time to time with relevant information about our products and services. We will contact you using one of the methods of contact you have supplied to us. You have the option to unsubscribe at any time from this type of communication by using the contact information on our contacts page or in person.

KEEPING YOUR INFORMATION UP TO DATE AND ENSURING ACCURACY

You can update your personal information at any time by contacting us in person or by telephone. We will automatically review and delete records that have been inactive for 3 years, but you can request us to remove any information that we store about you at any time. Such requests should be directed to us using the contact information on our contacts page or in person and we will do so within 40 days.

LINKS TO THIRD PARTY WEBSITES

While browsing our website, you may find links to another third-party website which are not managed or maintained by us. For this reason, we cannot be held responsible for the content of such website and how they will process your information. We will not pass personal information about you to these websites, and we advise you to check the privacy policy of these websites before offering them any of your personal details.

CROSS BORDER DATA TRANSFER

We do not send or process any data outside of the United Kingdom or the European Union. We will always verify that any partners we employ always work to the standard required by the laws of the United Kingdom and in-line with the Global Data Protection Regulation.

OUR SERVICE PARTNERS

It is our responsibility to ensure that any service partners we use to fulfil our services with you, for example but not limited to postal operators, couriers, payment process, fulfilment companies and the provider who manages our website and database, to use the information only as it is intended and to process it in-line with secure practices. Please note that we do not share your personal information with any other company for the purposes of marketing.

DISCLOSURE OF PERSONAL INFORMATION

From time to time we may be required to disclose your personal details without your permission, for example, if a request for your information is made to us by law enforcement to investigate a crime or we are obliged to by a court order. Other than this, we will always request your permission before sharing the personal details you have provided to us.

HOW TO CONTACT US

You can request to see a copy of all the information we hold about you at any time. To make this request, please follow the contact details on our Contacts page or by emailing us at ADMIN@A1GARAGE.CO.UK