autocraft
accident repair centre

Privacy Policy

This notice explains how we use any personal data about you, in accordance with the General Data Protection Regulations (GDPR).

Data Protection Principles

The GDPR sets out that personal data we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as is necessary for the purposes we have told you about.
- Kept securely.

The kind of data we hold about you

Personal data means any information about an individual from which that person can be identified. We collect, store, and use the following types of personal data about you:

- Personal contact details such as name, title, addresses, telephone numbers, and email
- Your insurance claim details (if our work is part of an insurance claim)
- Your vehicle information (make, model, registration number, VIN number)
- Your proof of identity (driving licence)
- Your image on security CCTV around our site
- Your communications with us and any feedback you provide

How your personal data is collected

- From you directly, either verbally or written,
- From your insurance company,
- From your fleet manager,
- From your accident management company.

Some personal data may, where lawful to do so, or with your consent, be collected by us from third parties (e.g. DVLA to check your driving licence when using our courtesy vehicles).

How we use information about you

We will only use your personal data when the law allows us to in the following circumstances:

- Where we need to perform our services to you.
- Where we need to comply with a legal obligation.
- Where necessary for legitimate interests pursued by us or a third party, and your interests and fundamental rights do not override those interests. For instance, your insurance company.

Change of purpose

We will only use your personal data for the purposes for which we collected it. If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, where this is required or permitted by law.

Automated Decision making

We do not use any automated decision-making processes using your personal data.

Data Sharing

We will share your personal data with third parties and other service providers where it is necessary to perform our services to you, or where we have another legitimate interest in doing so, or where required by law.

We require third parties to respect the security of your data and to treat it in accordance with the law.

"Third parties" includes third-party service providers (including contractors and designated agents). The following third parties process personal data about you for the purposes shown:

Third Party	**Data Processing Purpose**
Vehicle Manufacturers	Technical support Supply of parts Warranties Customer feedback surveys

(Table information continued on next page)

Third Party	Data Processing Purpose
Vehicle Dealerships	Technical support Supply of parts Vehicle system diagnostics, repair, and calibration Warranty Vehicle repairs beyond the scope of our own facilities
Vehicle Specialists	Technical support Vehicle repairs beyond the scope of our own facilities
Hire vehicle providers	Hire of vehicles not provided by ourselves directly
Vehicle Recovery Agents	Vehicle recovery, collection, and delivery services
Software & Systems Providers	Systems management of vehicle repair

We may also need to share your personal data with a regulator or to otherwise comply with the law.

Data Security

All third parties are required to take appropriate security measures to protect your personal data. We only permit third parties to process your personal data for specified purposes in accordance with our instructions, and not for their own purposes.

We have security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We limit access to your personal data to only those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality. If we suspect that a data breach has occurred, we will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

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Data retention - How long will we use your data for ?

We only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements, and this will usually be to a maximum of 7 years.

In some circumstances we may anonymise your personal data so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Your rights of access, correction, erasure and restriction

Under certain circumstances, by law you have the right to:

1. **Request access** to your personal data ("data subject access request"). To receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

2. **Request correction** of the personal data that we hold about you. You can have any incomplete or inaccurate information we hold about you corrected.

3. **Request erasure** of your personal data. You can ask us to delete or remove personal data where there is no good reason for us to continue to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to “object to processing” (see below).

4. **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your situation which makes you want to object to processing on this basis. You also have the right to object where we are processing your personal data for direct marketing purposes.

5. **Request the restriction** of processing of your personal data. You can ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it.

6. **Request the transfer of your personal data to another party.** If you want to review, verify, correct or request erasure of your personal data, object to the processing of your personal data, or request that we transfer a copy of your personal data to another party, please contact us in writing. We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is a method of security to ensure that personal data is not disclosed to any person who has no right to receive it.

7. **Right to withdraw consent.** Where you may have provided your consent to the collection, processing and transfer of your personal data for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact us directly. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have a legitimate basis for doing so in law.

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What if you don't provide personal data ?

Please note that you are under no obligation to provide us with your personal data, but not providing certain data could prevent us from providing our services to you, or we may be prevented from complying with our legal obligations.

If you have any questions about this privacy notice, please contact us directly.

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