

Trusted Cars

Privacy policy – 5/2021

Privacy Statement

At Trusted Cars Limited (“We”) are committed to protecting and respecting your Business and personal privacy.

This policy sets out the basis on which any business and personal data we collected from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our practices regarding your data and how we will treat it.

For the purposes of the Data Protection Act 1998 (the “Act”) the data controller is Trusted Cars Limited of 3 Pound Lane Preston Bissett Buckingham Bucks MK182DS (Head Office)

Trusted Cars Ltd. Vitalograph House, Maids Moreton, Buckingham, MK18 1SW

1. Information we may collect from you

- Information that you provide to us on the telephone, on our website or via email or other correspondence. This includes information provided at the time of making bookings for our services or for any other reason if you need to make a complaint or report a problem with our site or in relation to any dealings with us.
- If you contact us, we may keep a record of that correspondence. If you contact us by telephone, your call currently is NOT recorded. We will advise if this changes.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of transactions you may carry out through our Xero site or despatch site or over the telephone, email and of the fulfilment of your bookings.

2. IP Addresses and Device Information

- We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information. This is statistical data about our users’ browsing actions and patterns and does not identify you as an individual.
- We may collect information about your mobile telephone or handheld device (“device”) or any computer you may use to download or stream a copy of website or future Trusted Cars Apps onto your device, including where available the devices or computer’s unique device identifiers, operating system, browser type and mobile network information as well as the device’s telephone number, for system administration purposes only.
- You will be advised when Trusted Cars Ltd. Introduce Apps and or location enabled services. However, your consent can be withdrawn at any time by switching off location-based services on your device

3. Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies.

4. Your Personal Data

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site or any other apps/emails etc.

Any transmission is at your own risk. Once we have received your information, we will use procedures and security features to try to prevent unauthorised access.

5. Uses made of the information

- To carry our obligations arising from any bookings that you have made with us.
- To sharing such information with a third-party companies for the purposes of fulfilling a booking request by you which is not being carried out by us.
- To ensure that content from our site and our app is presented in the most effective manner for you and your computer;
- To notify you about changes to our service, confirmations and alterations to detail features of the bookings.
- If you are an existing customer, we will only contact you by electronic means (email or SMS)
- New customers shall be asked for details and consent at the time of booking.

6. Your Rights

You have the right to ask us not to process data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes.

You can exercise your right to prevent processing of your information by ticking certain boxes on the forms we use to collect your data.

You can also exercise the right at any time by contacting us at office@trustedcars.co.uk

Our site may, from time to time, contain links to and from other websites of our partner networks and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies before you submit any personal data to these websites.

7. Access to information

The Act gives you the right to access information held by you. Your right of access can be exercised in accordance with the Act. Any Access request may be subject to a fee of £15 to meet our costs in providing you with details of the information we hold about you.

8. Changes to our privacy Policy

Any changes we may make to our privacy policy in the future will be posted on this page.

9. Contact

- Questions, comments and requests regarding this privacy policy should be addressed either in writing to the Managing Director, Trusted Cars Ltd, Trusted Cars Ltd. Vitalograph House, Maids Moreton, Buckingham, MK18 1SW or via email to office@trustedcars.co.uk
- In the event that we sell or buy any business or assets, in which we may disclose your personal data to the prospective seller buyer of such business or assets;
- If Trusted Cars Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets; or
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms and conditions of supply and/or any other agreements; or to protect the rights, property, or safety of Trusted Cars Ltd, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

10. Enquiries or questions to the above policy should be sent to office@trustedcars.co.uk