

PERRY & PROUSE PRIVACY POLICY MAY 2018

Perry & Prouse (SouthWest) Ltd trading as Perry & Prouse are committed to protecting and respecting your privacy.

We will always process data in a fair, lawful, secure and transparent way.

We require your personal data; Name, address, phone number, email address and vehicle details for legitimate purposes to be able to carry out repairs as necessary on your vehicle.

Contact details are needed to be able communicate with you whilst your vehicle is with us or if you require us to provide you with a written quotation for future work.

Personal data you provide is shared with staff as required

All staff have been trained to act in accordance with GDPR regulations.

We use a software provider for all our bookings and database information- Garage Data Systems who have their own secure backup facilities and privacy policy.

Very occasionally your data will be shared with a 3rd party, (for example a vehicle body repairer or parts supplier) but if this applies to you it will be with your consent before hand.

We operate as we can a "clean desk" policy meaning no personal data is on view to other customers. We do require paper job sheets to be printed for workshop use which have your contact details on and these are then kept in a secure place for up to one year.

For accountancy purposes all customer invoices are kept in a secure place for up to seven years.

As a data subject you have the right at any time to request access to, or removal of your personal data. You are not obliged to share your personal data with us however if you choose not to then we will not be able to enter into a contractual agreement with you.

We will hold your personal data on file for as long as you are a customer with us unless you tell us otherwise. Any personal data we hold for you will be cleansed from our systems after three years of inactivity and hidden from view.

You can request us to remove your contact details all together at any time by any of our given contact methods.

We have always looked after our customer interests by contacting you via letter a month before your Service or Mot is due.

This is an informative service that we offer in line with our business. You can choose not to be contacted at any given time.

Emails and any other form of marketing will only be sent with your written consent.

We also operate Facebook, Twitter and Instagram social media accounts. No personal data, car registrations or photos will be shared without your consent.

Smalls Yard Dellers Wharf Taunton Somerset TA1 1NU

Telephone 01823 288351

www.perryandprouse.co.uk

Email- Enquiries@perryandprouse.co.uk

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