

PRIVACY NOTICE

Last updated: April 2020

Welcome to Quartz Automotive Services Limited's privacy notice.

This privacy notice provides information on how Quartz Automotive Services Limited ("**We/Us**") collect and process your personal data when you visit our website.

1. Important information and who we are

For the purposes of the EU General Data Protection Regulation's (GDPR) and the Data Protection Act 1998 (together the "**Legislation**"), Quartz Automotive Services Limited is the data controller and is responsible for your personal data.

2. The data we collect about you

We may collect, use, store and transfer different kinds of personal data about you as follows:

- **Identity Data.** This includes your first name, last name, title and date of birth.
- **Contact Data.** This includes your email address and telephone numbers
- **Technical Data.** This includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- **Usage Data.** This includes information about how you use our website
- **Marketing and Communications Data.** This includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

3. Methods we use to collect your personal data

We use different methods to collect data from and about you as follows:

- **Automated technologies or interactions.** As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We use Google Analytics cookies to collect information about how visitors use this site and when issues are encountered (such as broken links). Google analytics stores information about what pages you visit, how long you were on the site, how you got here and what you click on. We do not store your personal information so this information cannot be used to identify who you are. We do not allow Google to use or share our data. Google provides more details on the Google privacy and cookie policy page. Google also provides a browser add-on which allows you to opt out of Google Analytics across all websites. We also use Facebook Messenger, details of which are available on the Messenger privacy policy pages.
- **Third parties or publicly available sources.** We will receive personal data about you from various third parties and public sources in order to verify any identity documentation, insurance cover details provided by you and evidence of ownership of any vehicle(s).

- **Cookies.** Our Website may place and access certain Cookies on your computer. Quartz Automotive Services Ltd. uses Cookies to improve your experience of using the Website. Quartz Automotive Services Ltd. has carefully chosen these Cookies and has taken steps to ensure that your privacy is protected and respected at all times. All Cookies used by this Website are used in accordance with current UK and EU Cookie Law. This website may place the following Cookies

• Type of Cookie	• Purpose
• Strictly necessary cookies	• These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
• Analytical/performance cookies	• They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
• Functionality cookies	• These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

You can find a list of Cookies that we use in the Cookies Schedule. For more information generally on cookies, including how to disable them, please refer to aboutcookies.org. You will also find details on how to delete cookies from your computer. Below is a list of the cookies that we use. We have tried to ensure this is complete and up to date, but if you think that we have missed a cookie or there is any discrepancy, please let us know.

Cookies in use:

_ga	2 years	Used to distinguish users.
_gid	24 hours	Used to distinguish users.
_gat_ID	1 minute	Used to throttle request rate. If Google Analytics is deployed via Google Tag Manager, this cookie will be named <code>_dc_gtm_<property-id></code> .
CraftSessionId	Session	Maintains data between web requests on our website, unique to you but not identifiable to a person.
CRAFT_CSRF_TOKEN	Session	Created to facilitate protection against cross-site request forgeries. This helps to safeguard your data as it is submitted through forms on the website.

4. How we use your personal data

We will only use your personal data for the purpose for which we collected it which include the following:

- To register you as a new customer and respond to your enquiries.
- To process and deliver information and services in accordance with our obligations under any contract we have with you
- To manage your relationship with us.
- To provide you with information on any changes or updates to our services.
- To improve or update our website, services, marketing or customer relationships.
- To recommend services which may be of interest to you.

5. The legal basis for processing your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal obligation.

Generally, we do not rely on consent as a legal basis for processing your personal data although we will get your consent before sending direct marketing communications to you via email, post or text message. You have the right to withdraw consent to marketing at any time by contacting us.

6. How we share your personal data

We may share your personal data with external third parties such as:

- Our business partners or sub-contractors such as service providers in order to refer or facilitate vehicle repairs and maintenance, car dealers and/or vehicle insurance providers (links to the third party websites can be found via our website as updated from time to time. These third party websites are owned and operated by the third parties and they are responsible for processing personal data in accordance with their own privacy policies).
- Agencies such as tracing agents in order to obtain information necessary to contact you in the event you do not reply to our correspondence.
- Public bodies such as HMPO or the DVLA in order to verify your identity, vehicle details and your status as registered keeper and/or ownership of any vehicle(s).

7. International transfers

We may transfer, store and process your personal data outside the European Economic Area (**EEA**). We use online applications such as Microsoft Office 365 and online cloud storage facilities such as One Drive in order to transfer, store and process your data.

8. How long will we store your personal data

We will only keep your personal data for as long as reasonably necessary to fulfil the purposes we collected it for. We consider a reasonable period to be 12 months after you stop using our services or the contract we have with you comes to an end. We may keep your personal data for a longer period in order to comply with any legal, regulatory, tax, accounting or reporting requirements (for up to seven years) or if

you make a complaint or if we reasonably believe there is a possibility of a court having to determine the outcome of a dispute between us.

To decide the appropriate period for us to keep your personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and any legal, regulatory, tax, accounting or other requirements.

9. Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data including:

- **the right to request access** and receive a copy of the personal data we hold about you and to check we are lawfully processing it by making a subject access request (**SAR**).
- **the right to request correction** of incomplete or inaccurate personal data we hold about you though we may need to verify the accuracy of the new data you provide to us.
- **the right to request we delete or remove** personal data we hold about you where there is no good reason for us continuing to process it or you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- **the right to restrict or suspend the use** we make of your personal data in the following scenarios:
 - if you want us to establish the data's accuracy.
 - where our use of the data is unlawful but you do not want us to erase it.
 - where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
 - you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- **the right to 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 particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- **the right to request a transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **the right to withdraw your consent** where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain services to you. We will advise you if this is the case at the time you withdraw your consent.

- **the right to make a complaint** at any time to the Information Commissioner's Office (**ICO**), the UK supervisory authority for data protection issues. The ICO contact details can be found at www.ico.org.uk.

Should you wish to discuss your legal rights or any aspect in relation to your personal data or wish to make a SAR to obtain your information in accordance with the Legislation, you can do so at any time by contacting us at info@quartzautomotiveservices.com.

10. If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested or the data you provide is inaccurate or misleading, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with services for storage or for maintenance and repair of a vehicle). In this case, we may have to cancel a service you have with us but we will notify you if this is the case at the time.

11. Our rights to make changes

We reserve the right at our absolute discretion, to make changes to our privacy notice in future and all updates will be made available on our website before the changes take effect.