

Customer & Supplier Privacy Notice

Data controller: Foley Specialist Vehicles Ltd, The Roses, Epping Road, Roydon, Essex CM19 5DD ("Foley SV")

Foley SV collects & processes personal data relating its customers to manage the relationship. Foley SV is committed to being transparent about how it collects & uses that data & to meeting its data protection obligations.

What information does Foley SV collect?

Foley SV collects & processes a range of information about you. This includes:-

- your name, address & contact details, including email address & telephone number
- details of your bank account
- information about any driving accidents, claims or convictions
- referee name & address
- driving licence
- vehicle V5
- photo ID
- credit card/debit card information
- your insurers or warranty company name & contact details

Foley SV may collect this information in a variety of ways. For example, data might be collected through application forms or other identity documents, such as your driving licence; from forms completed by you; from correspondence with you; or through interviews, meetings or other assessments.

In some cases, Foley SV may collect data about you from third parties, such as references supplied.

Data will be stored in a range of different places, including Foley SV's accounts management systems & in other IT systems (including Foley SV's email system).

Why does Foley SV process personal data?

Foley SV needs to process data to ensure effective business administration & legislation. For example, it needs to process your data to provide you with any product recalls.

In some cases Foley SV needs to process data to ensure that it is complying with its legal obligations. For example, to charge the correct VAT & to comply with contracts.

In other cases, Foley SV has a legitimate interest in processing personal data before, during & after the end of our relationship. Processing your data allow Foley SV to:-

- send statements & invoices by post/email
- carry out trade references to assist with decision making on your ability to pay when you apply for an account.
- Deliver purchased goods
- Contact you in relation to recalled or deficient goods
- Provide you with insurance on our loan cars
- Meet requirements when providing you with certain replacement vehicle keys
- Liaising with insurance/warranty companies for repairs to vehicles
- Card data is sometimes taken over the telephone so you can pay for goods &/or services by credit/debit card. Card data is processed in accordance with our information security policy.
- To collect & recover money that is owed to us
- To respond to complaints & seek to resolve them
- To obey laws & regulations that apply to us
- To run our business in an efficient & proper way
- IT support, including cloud backup
- Make payment to you for goods & services
- Provide references on request
- Respond to, & defend against legal claims

Who has access to data?

Sometimes we need to share personal information we hold about you with other organisations that we work with or who provide services on our behalf. When sharing information we will comply with all aspects of data protection law.

Where sharing is in our legitimate business interests, we may share your information without seeking your consent first. This may be with:-

- Our contractors or suppliers to facilitate repairs, maintenance or improvement works
- Debt & money management advisors
- Police & other relevant authorities (eg. HM Revenue & Customs) in relation to the prevention & detection of crime, the apprehension of offenders or the collection of tax or duty

We may also share information when required by law, for example, where ordered by the court or to protect an individual from immediate harm.

There may be occasions where we need to process your information outside of the European Economic Area (EEA), for example where we use a third party computer system supported by employees in the USA. Where we do this we will take all necessary steps to ensure that your information remains secure. You can ask us for more information about how our international processing arrangements affect you by using the contact details on the front page.

How does Foley SV protect data?

Foley SV takes the security of your data seriously. Foley SV has internal controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed & is not accessed except by its employees in the performance of their duties.

Where Foley SV engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality & are obliged to implement appropriate technical & organisational measures to ensure the security of data.

For how long does Foley SV keep data?

Foley SV will hold records during the period of our relationship & for a period afterwards to allow us to meet our legal obligations including resolving any follow up issues between us,

Your rights

As a data subject, you have a number of rights. You can:

- Access & obtain a copy of your data on request
- Require Foley SV to change incorrect or incomplete data
- Require Foley SV to delete or stop processing your data, for example, where data is no longer necessary for the purposes of processing
- Object to the processing of your data where Foley SV is relying on its legitimate interests as the legal ground for processing

If you would like to exercise any of these rights, please call the Administrative Office, Foley SV Ltd, The Roses, Epping Road, Roydon, Essex CM19 5DD

If you believe that Foley SV has not complied with your data protection rights, you can complain to the information commissioner.

What if you do not provide personal data?

Failing to provide the data may mean that you are unable to exercise your statutory rights.

Automated decision-making

Decisions are not based solely on automated decision-making

Changes to this Privacy Policy

We may amend this Privacy Policy from time to time for example, to keep it up to date or to comply with legal requirements. You should regularly check this Privacy Policy for updates.

