

# **UP 'N' RUNNING GARAGE SERVICES LTD.**

## **GDPR PRIVACY POLICY**

This policy sets out how Up 'N' Running Garage Services Ltd. Gathers, protects, disposes and our intended use of your personal data.

As a company we hold data electronically and in manual formats and maintain our high standards by following these data protection principles

- Fairly and lawfully protected
- Processed for specified purposes
- Adequate, relevant but not excessive
- Accurate and, where necessary, kept up to date
- Not kept for longer than necessary
- Processed in line with the rights of the individual
- Kept secure
- Not shared with any third party, unless required to do so by law

### ***What is GDPR?***

***GDPR is designed to regulate the way in which companies collect, handle and process data***

### ***What data we collect and store?***

- We will only collect and store your name, address and contact telephone numbers.

### ***Why we need and use your customer data?***

Up 'N' Running Garage Services Ltd will need to obtain your data for the following reasons:

- To inform you of you MOT expiry dates and service dates
- To update you of the progress of your vehicle that is in for repair
- To send offers and promotions relating to the nature of our business and newsletters direct from ourselves

### ***How we gather your data?***

- We gather your data from yourself only. We will only ask you as an individual for your details such as: name, address and contact numbers.
- We do obtain data from any third parties

### ***How we use your data?***

- To send MOT expiry dates
- To send service reminders
- To send progress reports of your vehicle that is in for repair
- To keep our records up to date

### ***How we store your information?***

- Information will be stored on our full IT management system which is password protected

### ***How we use your data in manual format?***

- Your information will be displayed on a printed job card, in the event of one of our employees to contact you in relation to your vehicle that is in for repair

### ***Who can access the data?***

- Members of staff of Up 'N' Running Garage Services Ltd.

### ***How long we keep your data for?***

- Manual job cards will be destroyed upon completion of your vehicle
- Electronic data will be kept until the customer informs us that they want their data removed

### ***Third party communications***

Up 'N' Running Garage Services will not use your personal data to share with any third party or other companies, unless required to do so by law. The sole purpose for our customers data is for our legitimate business use only.

## ***Up 'N' Running Garage Services Data protection officer***

If you need to get in touch with anything regarding data that Up 'N' Running Garage Services Ltd handles, our designated person is Mitchell Dedmen-Ert and his details are [mitch@upnrunninggarageservices.co.uk](mailto:mitch@upnrunninggarageservices.co.uk) or 0116 2516686.

We will always do our utmost to communicate as quickly as possible but please allow up to 30 days in the event of a delay.

### ***How to request your data to be released***

Please get in touch with Up 'N' Running Garage Services DPO stated above and ask for your data to be permanently deleted. This will result in all information being removed from our database.