



Unit 3 Tremorfa Industrial Estate, Martin Road, Cardiff ,Cf24 5SD

Privacy Policy

(23/05/2018) Body & Soul Autoworks Ltd. Privacy Statement- Introduction

Body & Soul Autoworks Ltd. (“we”/”us”) are committed to protecting and respecting any personal information you share with us. This statement describes what types of information we collect from you, how it is used by us, how we share it with others, how you can manage the information we hold and how you can contact us. We do not send marketing communications . We will never send you unsolicited ‘junk’ email or communications or share your data with anyone else . We do not sell your information to third parties. The contents of this statement may change from time to time, so you may wish to check this page occasionally to ensure you are still happy to share your information with us. Where possible, we will also contact you directly to notify you of these changes. This version of our Privacy Statement is live from 23rd May 2018.

What information do we collect?

We collect information about you, your vehicle when you engage with our staff. We only collect information which is necessary, relevant and adequate for the purpose you are providing it for. We collect information about you when you interact with the company either by phone, email, websites and applications. Some of this information does not identify you personally, but provides us with information about how you use our services and engage with us (we use this information to improve our services and make them more useful to you). The information we collect includes some or all of the following:

1.Name (including title); 2.Address; 3.Phone number; 4.Email address;

2.Bank Details – for the purpose of billing and standing order payments

You can withdraw your consent at any time by contacting us on the details here.

Contractual performance

We may use and process your personal information where this is necessary to perform a contract with you and to fulfil and complete your orders, purchases and other transactions entered into with us

Legitimate Interests

We may use and process your personal information as set out below where it is necessary for us to carry out activities for which it is in our legitimate interests as a business to do so. Processing is necessary for us to support customers with sales and other enquiries 1.To respond to correspondence you send to us and fulfil the requests you make to us (for example: service requests, or information about specific products and /or services); 2.To provide support and services (for example services); 3.For product development purposes (for example to improve quality, performance and safety); s.

Legal Obligation

We may process your personal information to comply with our legal requirements

Vital Interest

Sometimes we will need to process your personal information to contact you if there is an urgent safety or product recall notice and we need to tell you about it. How do we share this information? We do not sell your information to third

parties. You exercise your right to have the information erased (where it applies) and we do not need to hold it in connection with any of the reasons permitted or required under the law (see further How can I manage the information we hold about you);

How can I manage the information we hold about you?

You have the right as an individual to access your personal information we hold about you and make corrections if necessary. You also have the right to withdraw any consent you have previously given us and ask us to erase information we hold about you. You can also object to us using your personal information (where we rely on our business interests to process and use your personal information). You have a number of rights in relation to your personal information under data protection law. In relation to most rights, we will ask you for information to confirm your identity and, where applicable, to help us search for your personal information. Except in rare cases, we will respond to you within 30 days after we have received any request (including any identification documents requested).

You have the right to:

1. Ask for a copy of the information that we hold about you; 2. Correct and update your information; 3. Withdraw your consent (where we rely on it). Please see further How do we use this information?; 4. Erase your information (or restrict the use of it), provided we do not have any continuing lawful reason to continue to use and process that information; 5. Transfer your information in a structured data file (in a commonly used and machine readable format), where we rely on your consent to use and process your personal information or need to process it in connection with your contract. You can exercise the above rights and/or manage your information by contacting us using the details below: Post: Body & soul autoworks.ltd unit 3 Tremorfa ind estate , Tremorfa , Cardiff CF24 5SD

6. The date and time you used our services;; 7 Details of any transactions between you and us;

8. Where you engage with us in a business context, we may collect your job title, company contact details (including email addresses) and company details 9. Any information within correspondence you send to us.

How do we use this information?

Body & Soul Autoworks Ltd. will only process information that is necessary for the purpose for which it has been collected. We will never send you unsolicited 'junk' email or communications, or share your personal information with anyone. There are various ways in which we may use or process your personal information. ;

How long do we keep your information for?

We will not hold your personal information in an identifiable format for any longer than is necessary. We do not retain personal information in an identifiable format for longer than is necessary. If we have a relationship with you (e.g. you are a customer), we hold your personal information for 6 years from the date our relationship ends. We hold your personal information for this period to establish, bring or defend legal claims. Our relationship may end for a number of reasons including where a service contract expires, or we have been made aware that you are no longer a responsible individual for services we previously provided. The only exceptions to the periods mentioned above are where: The law requires us to hold your personal information for a longer period, or delete it sooner. Where you have raised a complaint or concern regarding a product or service offered by us, in which case we will retain your information for a period of 6 years following the date of that complaint or query. Email: workshop@bodysoulautoworks.com Phone: 02920 455682 If you are unhappy, you have the right to lodge a complaint with a data protection regulator in Europe, in particular in a country you work or live or where your legal rights have been infringed.

The contact details for the Information Commissioner's Office, the data protection regulator in the UK can be found online.

Tel: 029 2045 5682

Email: workshop@bodysoulautoworks.com

Co. Reg: 08455365

Web: www.bodysoulautoworks.com