

## **Privacy Notice**

### **DVAC Ltd trading as Discount VW Audi Centre**

This privacy policy sets out how Discount VW Audi Centre uses and protects any information that you give us either via the contact page on our website and also when you visit us with your vehicle. Discount VW Audi Centre is committed to ensuring your privacy is protected.

Discount VW Audi Centre may change this privacy policy from time to time and this page will be updated. Please check from time to time to ensure you are happy with any changes.

#### What information do we hold?

We will collect the following information via either the contact us page on our website or when you visit the garage:-

- Name and address
- Contact information including landline (home or work) and/or mobile number
- Email address
- Driving licence number (*requested by our insurers for use of courtesy car*)
- Insurance policy number and expiry date (*requested by our insurers for use of courtesy car*)
- Registration and any subsequent vehicle data

#### What do we do with the information we hold?

We require the above information so we can provide you with a better service.

If you have contacted us via our website contact page we will respond to your enquiry either via email with a quotation or phone call.

In addition will contact you to notify you of any forthcoming annual service and/or MOT reminders. In addition we may contact you with details of any special offers or information about our services which we believe would be of interest to you.

#### Contact

Due to the General Data Protection Regulation, when you visit the garage we will ask for your consent to contact you. Our preferred method of contact is via email. However, if you would prefer us to contact yourself via another method this will also be offered including post, text message or phone call.

If your preferred contact is via text, we use a secure text messaging service. In order to receive a text we use your mobile number and registration to compile the text and schedule the reminder text.

If you would not like to receive any contact from ourselves then please do not opt in. You can opt out at any time and we will delete any information held by ourselves upon request. Additionally, if you have not visited the garage within four years, your personal data will automatically be deleted but any vehicle history will be retained.

#### Security:-

##### Data Security

We are committed to ensuring your information is secure and we have put in place suitable physical and electronic protection. Our database is password protected and stored on a protected server.

We do not sell any data or information to any third party.

##### Data Security (Website)

Discount VW Audi Centre's has a website which is maintained by our website provider Gloversure.

Gloversure stores basic server access logs for debugging, security and service review. They also store website information in a segregated database they have access to in order to perform maintenance and occasional debugging. They may create additional log files for debugging and testing purposes. These will exist for as long as the files are needed and are deleted straight after.

Backups are made by Gloversure and securely transferred over an encrypted tunnel. They are kept physically and digitally secure by Gloversure with locks and passwords.

#### Social Media

Discount VW Audi Centre has a Facebook page, a twitter page and a Google+ page. All of these social media platforms comply with GDPR

#### Links to other websites

Our website may include links to other websites of interest. However, once you have used these links to leave our site you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites.

#### Privacy of Children

Discount VW Audi Centre do not offer any facilities for children under the age of 17 as they are not entitled to drive.

#### Questions / Contact Us

If you have any comments or concerns regarding our privacy practices please email [info@discountvwaudicentre.co.uk](mailto:info@discountvwaudicentre.co.uk) or call 0151-632 4101 or write to us:-

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