



Privacy Notice

This privacy notice describes how Channel Commercials PLC collects, processes and discloses your personal data when you use our website, buy products from us, utilise our services, enter into a contract with us or otherwise contact us.

Personal Data

If you contact us regarding our products, services or job opportunities you may be required to provide personal information to us. This is any information which could be used to identify you as an individual. For example, your name and contact details.

We collect this data to enable us to respond to your enquiry effectively and safely, and will process it in accordance with the requirements of the General Data Protection Regulations (GDPR). We only use it for its intended purpose and we won't collect or store your data unnecessarily.

What information we collect

If you **contact us regarding products / services** we will collect your name, contact details and details of your vehicle(s) where relevant.

If you go on to **make a purchase, set up an account or enter into a contract** with us, we may need to process further personal information such as payment details, contact details for trade references or driver details.

If you **apply for work (or work experience) with us**, we collect all the information you have provided to us on your application form (i.e. contact details, work history, health information) and any additional documents you supply (i.e. right to work documents, certificates and CVs).

Sometimes we might obtain data about you from a third party, including but not limited to:

- Your name and contact details if you've made an enquiry about our stock via a third party
- Your name, contact details and location if you've requested roadside assistance
- Your credit history & financial information if you apply for a credit account with us
- Data from our web hosting platform about how you've used our website
- Information provided to us through employment references
- Information passed to us if you request roadside assistance

See the 'Cookies' section, below, for information on what we collect when you **browse our websites**.

How we use your information

We process personal information in accordance with the six lawful basis set out in the GDPR. We'll only use your data to the extent necessary to:

- perform or prepare a contract (including providing you with goods and services, processing a job application or providing a work experience placement)

- follow up on a legitimate business interest (something you would reasonably expect your data to be used for, and which isn't overruled by your rights – e.g. customer surveys)
- comply with a legal obligation (e.g. record keeping, right to work checks or registering new vehicles with VOSA)
- carry out other business activities with your consent (e.g. marketing or collecting technical data from cookies on our website – you can withdraw consent at any time)
- protect someone's safety

Sharing your data with third parties

There may be occasions when it is necessary to share your information with third parties in order to fulfil your requirements for products / services or to comply with a legal obligation.

We may share customer and supplier personal data with our franchise partners, DAF Trucks and PACCAR EU, who will act as independent data controllers.

Any third parties we pass your details onto are obliged to store your data securely and only use it as per the agreements which we have in place with them.

We won't sell your data, pass it on to a third party without good cause or pass it on to a third party operating in a country without data protection laws.

Please contact us if you require information on third parties your data has been shared with.

How we store and secure your data

Your information will be held electronically on an IT network secured using measures in-line with technical guidance outlined in the General Data Protection Regulations (GDPR). Sensitive / financial data are only accessible to authorised staff.

Any hard copies of your personal information which we retain will be kept on file in the relevant department, in areas only accessible to employees. Hard copies of sensitive data are kept secured and are only accessible to authorised staff.

Data Retention & Destruction

All data relating to financial transactions and contracts with us will be retained for 7 years after the date of the transaction / termination of the contract.

We may choose to retain this data for longer if the transaction was disputed, or has bearing on an insurance claim.

Customer and supplier contact details are kept indefinitely, unless you ask us to erase our records.

The personal information of unsuccessful job applicants will be held for up to 12 months. For persons attending work experience with us, we hold data for up to 3 years. The data of persons engaged by the Company as an employee, worker or contractor, will be transferred onto a personnel file and held in accordance with the Company's Privacy Notice for Employees.

Hard copies of records are securely shredded.

Using Our Websites

www.channelcommercials.co.uk is hosted by G-forces, which means any data you provide to us through the website will also be captured by them. We have a contract in place with G-forces, allowing them to process your data only as authorised by us.

They will pass on your enquiry to us, store the data and analyse the way you've used our site (this analysis doesn't use your personal information). After 30 days, they will anonymise the data they hold about you, so that it can no longer be used to identify you.

The channelcommercialsdaf.co.uk, channeldafcanterbury.co.uk, channeldafsevenoaks.co.uk and channeldafstrood.co.uk, websites are hosted by DAF. You can view their privacy policy [here](#).

Cookies

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. We may use cookies to remember personal settings you have chosen on channelcommercials.co.uk, and to track the way you use the site. We don't use them to collect information that identifies you personally.

If you are browsing our DAF websites, you can see detailed information on the use of cookies [here](#).

If you want to withdraw your consent for the use and storage of cookies, you can do this by changing your browser settings. You can find out more about how to do this at www.allaboutcookies.org.

Your Rights, Subject Access Requests & Complaints

Under data protection laws, you (the data subject) have the right to:

- see what personal information we hold about you
- have any personal information we hold about you updated / corrected
- have any personal information we hold about you deleted (there are some exceptions)
- withdraw any consent you have given for us to use your data in certain ways (i.e. marketing)
- complain to the Information Commissioner's Office if you aren't happy with the way we're processing your personal data

To exercise these rights, or to make a complaint, you can email dataprotection@cpclc.co.uk, or write to Data Protection, Channel Commercials PLC, Brunswick Road, Cobbs Wood Industrial Estate, Ashford TN23 1EH. Please note that we will need to verify your identity.

We have 1 month to acknowledge your request, and will respond without undue delay.

If you are not satisfied with our response, you can complain to the Information Commissioner's Office.

For further guidance on your rights, visit the ICO's website at www.ico.org.uk/for-the-public/.

Channel Commercials may amend this notice in future.