

RMB Automotive

Privacy Policy

Last updated 03/05/2018

RMB Automotive GDPR Privacy Notice

RMB Automotive takes its obligations concerning data protection seriously. We are providing this notice so you have information about how we collect and process your personal data. We ask you to please read this Privacy Notice as it has important information you need to know.

What information do we collect and process?

In order for us to supply or maintain your vehicle it is necessary to receive from you, your insurer, fleet manager, company, or other sources, necessary personal data. "Personal Data" is information about you which, either on its own or when connected with other data, allows us to identify you as an individual customer to provide you with our services. The personal data we hold may include the following:

- Your full name and contact information (address, town, postcode, email and phone number)
- Your credit card details and/or bank account details (if paying by cheque or bank transfer)
- Your purchase details (including time, date and cost, and VAT status and insurance excess)
- Your insurance company (if our work is part of an insurance claim)
- Your vehicle information (make, model, registration number)
- Your proof of identity (valid driving licence and/or passport)
- Your work address and contact information
- Your calls and correspondence with us
- Your feedback

Personal data will be collected directly from. However, some personal data may, where lawful to do so, or with your consent, be collected by us from third parties (e.g. DVLA to check speeding offences for use of courtesy vehicles).

Please note that you are under no obligation to provide us with your personal data, but not providing certain data could prevent us from serving you.

Why do we need your personal data?

RMB Automotive processes personal data about you for a number of purposes, including:

- To organise specialist repair functions such as system recalibration with contracted third parties
- To follow up with you shortly after any repair to check everything is okay
- For internal record keeping (to be able to respond to customer enquiry and invoicing)
- To make an appointment with you to assess any accident damage on your vehicle
- For number plate recognition as part of our customer service and site security
- To process payments by credit/debit card or bank account details
- To remind or update you of progress or completion date
- To provide our services to you as requested or agreed
- To help us improve the services we offer
- To keep you informed of new products or services

This list is not exhaustive and may be updated from time to time. We do not 'trade' in your personal data and will not sell or rent your details.

Who will your personal data be shared with?

RMB Automotive is approved by a number of vehicle manufacturers, finance companies, insurance companies and accident management companies. We may share your basic personal data, such as name and vehicle details with the relevant company you are connected with to provide the service you have requested.

Your personal information may also be made available with third parties providing relevant services under contract to RMB Automotive, such as specialists in system recalibration, auditors, compliance managers, insurance companies, IT hosting, and maintenance providers. These companies may use information about you to perform their functions on our behalf in accordance with the services we have requested and contract terms imposed.

We may also disclose specific information upon lawful request by government authorities, law enforcement and regulatory authorities where required or permitted by law.

In the event that we sell our business, we may share your details with the buyer to enable them to fulfil the service we have agreed with you.

Your personal information will not be transferred to, stored or otherwise processed outside the UK.

How do we use your personal information?

We may process your personal information for our legitimate business interests, which may include some or all of the following:

- where the processing enables us to enhance, modify, personalise or otherwise improve our services / communications for the benefit of our customers
- to identify and prevent fraud
- to enhance the security of our network and information systems
- to better understand how people interact with our websites
- to provide postal communications which we think will be of interest to you
- to determine the effectiveness of promotional campaigns and advertising.

Whenever we process data for these purposes we will ensure that we always keep your Personal Data rights in high regard and take account of these rights. You have the right to object to this processing if you wish, and if you wish to do so please contact us at GDPR@rmbauto.co.uk

Please bear in mind that if you object this may affect our ability to carry out tasks above for your benefit.

“Legitimate Interests” means the interests of our company in conducting and managing our business [to enable us to give you the best service/products and the best and most secure experience]. For example, we have an interest in making sure our marketing is relevant for you, so we may process your information to send you marketing that is tailored to your interests. It can also apply to processing that is in your interests as well. For example, we may process your information to protect you against fraud when transacting on our website, and to ensure our websites and systems are secure.

When we process your personal information for our legitimate interests, we make sure to consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. Our legitimate business interests do not automatically override your interests - we will not use your Personal Data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

What rights do you have to amend personal data?

You have the right to review the personal data held by us and have inaccurate information about you corrected. To understand more about our data processing activities or to request access to your personal information please contact our customer support team or email GDPR@rmbauto.co.uk

How long do we keep your personal data?

RMB Automotive may keep your details on record for as long as it is necessary to meet record keeping requirements. They are then deleted in accordance with data protection and other applicable legislation.

Should you wish to make a warranty claim after this period, you will need to provide a copy of our invoice or our completed guarantee.

Changes to this Privacy Notice

RMB Automotive may change this Privacy Notice from time to time in order to reflect changes in the law.

Version History

01 – GDPR Privacy Notice 30/04/2018 – initial document approved by Chris Jennings

02 – Legimate Business Interests added 03/05/2018 – Chris Jennings