

Privacy notice

Who we are

GIDEA MOTORS LTD is a company registered in England and Wales number 05147301.

This privacy notice explains how we use any personal information we collect about you. GIDEA MOTORS LTD promises to respect any personal data you share with us and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect. Where we refer in this notice to 'we', 'us' or 'our' we are referring to GIDEA MOTORS LTD. When you give your information to other organisations and websites you should check their privacy notices or policies.

GIDEA MOTORS LTD works hard to stay up to date with legislation and good practice and so by May 2018 we will be moving to an 'opt-in only' communication policy. This means we will only send communications to people who have explicitly stated that they are happy for us to do so via their preferred channels.

This notice now provides more information on:

- How would you like to be contacted by us
- What personal data we collect and how we use it
- How we collect information about you
- How we keep your data safe and who has access
- Keeping your information up to date
- Access to your information and correction
- Complaints
- Changes to this notice
- How to contact us

What person data we collect and how we use it

The type and quantity of information we collect and how we use it depends on why you are providing it.

We will mainly use your data to:

- Process your request for information (for example, a SERVICE OR MOT REQUEST)
- Provide you with a service
- Keep a record of your relationship with us
- Manage your marketing preferences

Understand how we can improve our services, products or information.
We may also collect and retain your information if you send feedback about our services or make a complaint.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Direct Marketing

At GIDEA MOTORS LTD we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us.

However, with your consent, we may contact you to tell you about new products and services, and keep you up to date with our work.

We will not contact you for marketing purposes by phone, text or email unless you have given prior consent. Our forms have clear marketing preference questions and we include information on how to opt out when we send you marketing.

If you don't want to hear from us, just tell us so when you provide your data. If you would like to check or change your communication preferences, please contact us by phone on 01708 746001 or using the contact form on our website.

We do not sell or share personal details to third parties for the purposes of marketing, unless you have told us you are happy for us to do.

How we collect information about you

We collect information about you in three ways; directly, indirectly and through our website. It is good practice for us to provide you with privacy information through the method you have made contact with us and, so we provide further detail on this below.

Direct. You may give us your information to book a service or communicate with us. The information may be provided by you through a form on our website, in an email, telephone call or by sending us something in the post.

Indirect. Depending on your settings or the privacy policies for other online services like Facebook or Twitter, you might give us permission to access information from

those accounts or services. The information we get from those services depends on your settings, so you should regularly check them.

We may collect information about you from publicly available information such as articles published in newspapers or information at Companies House.

Website. Our website does not store any information that would, on its own, allow us to identify individual users of this service without their permission. We may collect non-personal information such as IP addresses (the location of the computer on the internet), pages accessed, and files downloaded. This helps us to determine how many people use our site, how many people visit on a regular basis, the typical user paths through the site and how popular our pages are. This information doesn't tell us anything about who you are or where you live. It simply allows us to monitor and improve our service and contribute to our social impact.

However, GIDEA MOTORS LTD reserves the right to attempt to identify and track any individual who is reasonably suspected of trying to gain unauthorised access to computer systems or resources operating as part of GIDEA MOTORS LTD web services.

Cookies

This website uses cookies. We use cookies to provide social media features and to analyse our traffic. We also share information about your use of our site with our social media, advertising and analytics partners who may combine it with other information that you've provided to them or that they've collected from your use of their services. You consent to our cookies if you continue to use our website.

Cookies are small text files that can be used by websites to make a user's experience more efficient.

The law states that we can store cookies on your device if they are strictly necessary for the operation of this site. For all other types of cookies we need your permission.

This site uses different types of cookies. Some cookies are placed by third party services that appear on our pages.

You can at any time change or withdraw your consent from the Cookie Declaration on our website.

Further information about deleting or controlling cookies is available at

www.aboutcookies.org. You can also opt out of being tracked by Google Analytics across all websites by using the Google Analytics' opt-outs for the web tool.

How we keep your data safe and who has access

We ensure that there are appropriate technical controls in place to protect your personal details; for example, our online forms are always encrypted, and our network is protected and routinely monitored.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff and contractors.

We do not use external companies to collect or process personal data on our behalf.

Some of our suppliers may run their operations outside the European Economic Area (EEA). Although they may not be subject to same data protection laws as companies based in the UK, we will take steps to make sure they provide an adequate level of protection in accordance with UK data protection law. By submitting your personal information to us you agree to this transfer, storing or processing at a location outside the EEA.

We may need to disclose your details, if required, to the police, regulatory bodies or legal advisors.

We will only ever share your data in other circumstances if we have your explicit and informed consent.

Keeping your information up to date

Where possible we use publicly available sources to keep your records up to date; for example, the Post Office's National Change of Address database. We really appreciate it if you let us know if your information details change.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please write to us. We may make a small charge for this service. We want to make sure that your personal information is accurate and up to date. If you spot any mistakes, please let us know and we will correct them.

If you want to access your information, send a description of the information you want to see and proof of your identity by post to Gidea Motors Limited, 77 Balgores Lane, Gidea Park, Romford, Essex RM2 5JP.

We do not accept these requests by email, but if you have any questions please send these to John Kingham (Data Controller at GIDEA MOTORS LTD). For further information see the [Information Commissioner's guidance here](#).

Making a complaint

If you want to make a complaint about the way we have handled your information, please contact John Kingham, Data Controller, GIDEA MOTORS LTD, 77 Balgores Lane, Gidea Park, Romford, Essex RM2 5JP.

If you are not happy with our response, you can report a concern to the [Information Commissioner's Office \(ICO\)](#)

Changes to this notice

We keep our privacy notice under regular review and may update it from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on the GIDEA MOTORS LTD Website or by contacting you directly. This privacy notice was last updated in August 2018.

How to contact us

If you would like this notice explained to you over the phone, or in audio or video formats, or any other information then please contact us. Please do consider providing us with your telephone number so we can process your request as quickly as possible.

For further information on how your information is used, how we maintain the security of information and your rights to access this information please contact us. Here are the ways you can contact us:

By phone: 01708 74600

By post: Gidea Motors Limited, 77 Balgores Lane, Gidea Park, Romford, Essex RM2 5JP