



## General Data Protection Regulation

As you may be aware, a new data protection legislation is due to come into force on 25<sup>th</sup> May 2018 to replace the current Data Protection Act 1998. This will apply to any public or private organisation processing personal data.

The General Data Protection Regulation is the strictest data security frame work in the world. The legislation is the biggest change to data protection in the last 20 years. The GDPR is being put in to place to ensure personal data shall be processed lawfully, fairly and in a transparent manner. GDPR applies to everyone involved in processing data about individuals in the context of selling goods and services to citizens in the EU, regardless of whether the organisation is located within the EU.

The data we obtain is solely for the purpose of being able to complete tasks specific to the service Wyndon Motors provides. When necessary these details may be shared with affiliated companies such as, insurance, main dealers, subcontractors and suppliers. This is solely for the purpose of carrying out repairs and under no circumstances is any sensitive customer personal information sold, distributed or made public to any other outside companies.

### What personal details we hold / need –

Contact names, address, telephone numbers, email address, vehicle registration, VIN number and images of your vehicle.

### Why we need these personal details –

We require vehicle registration and VIN numbers to assist in carrying out repairs. We will need these details to order parts, products, methods and for trained technicians to be able to work on your vehicle. Images of your vehicle are necessary for assessing damage and providing information for repairs.

Contact names, address and telephone numbers are essential to allow us to provide you with information and updates. It also allows us to gain any information we may need or concerns we may have with regards to your vehicle or insurance company. They are also needed to allow us to arrange collection and delivery of vehicles.

Email address are needed for the sharing of images between ourselves and the policy holder. They are also used to send through repair guarantee's and customer satisfaction surveys in conjunction with your vehicles manufacturer.

### How long is this information kept –

Personal details kept in paper form have to be kept securely filed for up to 3 years. Details stored on our online Bodyshop management system are kept until deemed necessary to remove.

### How are personal details erased –

Personal details are destroyed of via a third party registered company on site with us once personal details have reached three years.

### Right to access and right to be forgotten –

It is your right at any given time to request to obtain confirmation of what personal details we hold on file and what those personal details have been and will be used for. It is also your right to request the erasure of the personal details we hold on file, once the details are no longer relevant to its original purpose.

### CCTV –

We have internal and external CCTV cameras on site in working operation 24 hours a day. Images captured on the CCTV system are stored for up to 30 days before being erased by default. These images are never shared, sold or made public to any affiliated or outside companies or personnel, unless instructed to do so by the local authorities.

For a more in-depth explanation on GDPR and to view our policies please contact and request to speak to one of our Data Protection Officers.

Please be aware when calling Wyndon Motors, we will need to go through some security questions before divulging any information. For those unable to answer the security questions correctly, we will be unable to give out any information. Calls may also be recorded and monitored for security and training purposes.