

Privacy Policy

This Privacy Policy (the "**Policy**") describes how Scantec Automotive Ltd ("**we**", "**our**" or "**us**") uses and discloses the information collected about you and/or your vehicle when you visit our website (the "**Website**") or when you contact us.

The Policy also outlines below how we collect, use and store your personal and vehicle information.

What data we collect:

- Full Name
- Postal Address
- Email Address
- Telephone Number(s)
- Vehicle Registration and/or VIN
- Vehicle Data (See [Below](#))
- CCTV Images

How we collect your data:

- Over the Telephone
- Written Enquires
- Email Enquires
- Website Enquires (Contact Forms)
- CCTV (See [Below](#))

Why do we collect your data and how do we use it?

- To fulfil your requests
- To deal with your enquiries
- To comply with our legal and regulatory responsibilities, to respond to legal process or requests for information issued by government authorities or other third parties, to prevent and detect crime and fraud, or protect your, our or others' rights
- To manage and improve our relationship with you.

How and where do we store your data?

- Your data is stored in a secure password protected computer database, accessible by authorised personnel only
- This data is also backed up securely, password protected and held on an internal server accessible only to authorised personnel.
- We do not store any personal data outside of our business premises (to include cloud-based storage and or servers)

How long do we store your data?

- Your personal data is stored for a minimum of 7 Years and with no maximum storage policy, however after this time you can opt to have your personal details removed
- The vehicle data (see [below](#)) will be stored indefinitely, however this data is stored without any link or relationship to your personal data

CCTV & Video Recording

- We record CCTV internally and externally for the purpose of crime prevention, staff safety and property protection
- These images are recorded continuously and stored for a minimum period of 30 days, but never stored for more than 50 days
- We are registered with (and abide by) ICO's Code of Practice relating to CCTV storage and data management. (Further details can be found at: <https://ico.org.uk/media/for-organisations/documents/1542/cctv-code-of-practice.pdf>)
- To protect and maintain customer's, visitor's and our own privacy, all vehicle mounted video and/or audio recording equipment will be disconnected/switched off while on site. Please see further details in our Terms & Conditions.

Who we share your personal information with:

- Professional advisors and or referring workshops/garages (where required)
- Any law enforcement agency, court, regulator, government authority or other third party where we believe this is necessary to comply with a legal or regulatory obligation, or otherwise to protect our rights, the rights of any third party or individuals' personal safety, or to detect, prevent, or otherwise address fraud, security or safety issues

We do not collect, process, store, use and/or share any of your personal data for any form of digital marketing.

Your rights

You have the right as an individual to find out what information we hold about you and for what purposes, as well as to access that information and make corrections if necessary. You also have the right in some circumstances to object to our use of your personal information, to ask us to restrict or erase your personal information or to request that your personal information is provided to you in a commonly used electronic format so that you can share it with other organisations.

Where you have consented to our use of your personal information you can withdraw your consent at any time. If you wish to do so, please contact us at the address or email address below.

We will make all practical efforts to respect your wishes. However, certain legislation, especially related to safety issues, might prevent this.

If you have chosen to receive email and or postal communications from Scantec Automotive you can change your mind at any time. If you would like to stop receiving these communications from Scantec Automotive, please write to:

Scantec Automotive Ltd
Unit 61
Station Road Ind Est
Hailsham
East Sussex
BN27 2ES

Or email to:

sales@stgb.co.uk

If you have questions or concerns regarding Scantec Automotive's use of your personal information, or would like to access the information that Scantec Automotive holds about you or exercise any of the other rights you have in relation to your personal information, please contact us on the address above.

If you have a complaint about the way in which Scantec Automotive uses your personal information we hope that in the first instance you will contact us. You may, however, also make a complaint to the Information Commissioner's Office, which is the authority that upholds information rights in the UK.

Other websites and social networking

Our Website may contain links to other websites which are outside our control and are not covered by this Policy. If you access other websites using the links provided, the operators of those websites may collect information from you which will be used by them in accordance with their privacy policies, which may differ from ours.

The Website may also offer you the opportunity to share or follow information about Scantec Automotive, the Website or the products and/or services available through it using third party social networking functionality (such as through "share this", "like" or "follow" buttons).

We offer this functionality in order to generate interest in the Website among the members of your social networks, and to permit you to share and follow opinions, news and recommendations about the Website with your contacts. However, you should be aware that sharing personal information with a social network may result in that information being collected by the social network provider and being made publicly available, including through internet search engines.

You should always read the privacy policy of any website you access or social network through which you share information carefully in order to understand their privacy practices.

Updates to this Privacy Policy

We may amend this Policy from time to time. If we make substantial or material changes regarding the way we wish to use your personal information, we will communicate with you providing a prominent notice on the Website or by contacting you directly. If you do not agree with these changes, please do not continue to use the Website.

Repair, diagnosis and servicing of your vehicle

When your vehicle was manufactured it was assigned a unique number (the Vehicle Identification Number, or VIN). From the VIN we can tell certain information about your vehicle, including its model, age, the software it uses and its technical specifications.

In order to diagnose, analyse, repair or service your vehicle, the technicians working on it will need to collect the VIN together with certain diagnostic information and information about the current state of your vehicle (for example, what software versions it is using, its mileage etc.).

This information will be transferred to a system run by Scantec so that the technicians working on your vehicle can be provided with vehicle-specific repair, maintenance and diagnostic information (such as

wiring diagrams and vehicle software updates) and information about any past work carried out on your vehicle to assist them to diagnose, repair and/or service it and to enable them to maintain their records.

To make sure your vehicle has a comprehensive diagnosis record, information about what work is done to your vehicle when it is serviced or repaired will be linked to the VIN of your vehicle. This will be transferred to the system and stored so that Scantec Automotive (or any third parties it authorises to use the system in this way) can make information about past repair or service available to any dealer or repairer anywhere in the world who needs to repair or service your vehicle.

The information held on the system is also used by Scantec Automotive to enable the diagnosis, repair of your vehicle, to manage and administer warranties and similar products and services, for product safety and research and development purposes and to enable Scantec Automotive to comply with its legal obligations. However, this data is stored without any link or relationship to your personal data.

If you have any questions, or would like to access the information about your VIN held in the system or exercise any of the other rights you have in relation to your personal information, please write to:

Privacy Enquiry
Scantec Automotive Ltd
Unit 61,
Station Road Ind Est
Hailsham
East Sussex
BN27 2ES

Or by email to:

sales@stgb.co.uk

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