

# PRIVACY NOTICE

Please read the following information carefully. This privacy notice contains information about what data we collect and store about you when you use the app and why. It also tells you who we share this information with, the security mechanisms we have put in place to protect your data and how to contact us if you have a complaint.

## **Who are we?**

AU Assist collects and processes personal information about you in respect of your use of the app and in connection with our provision of services to our client garage on behalf of whom we provide the app (our **Client**). In those circumstances our Client is the “controller” and we are the “processor” for the purposes of the General Data Protection Regulation and other applicable data protection laws.

Our Data Protection contact is 0845 501 0002 but you should contact our Client in the first instance to address your rights with respect to such personal data.

## **Information collected by us**

Personal data, or personal information, means any information about an individual from which a person can be identified. We may collect, use, store and transfer the following different kinds of personal data about you:

- Name
- Address
- Telephone number
- Email address
- Vehicle Registration Number, make, model, and history
- Payment history
- Booking information
- Marketing preferences

## **How is your personal data collected?**

We use different methods to collect data from and about you including through direct interactions where you give us your personal information by filling in forms or by corresponding with us by email or otherwise.

## How do we use your Personal Data?

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where it is necessary for our legitimate interests (or those of a third party, including our Client) and your interests and fundamental rights do not override these interests.
- Where we need to comply with a legal obligation

Generally, we do not rely on consent as a legal basis for processing your personal data although we will get your consent before sending direct marketing communication to you via email. You have the right to withdraw such consent to marketing at any time by contacting us.

We have set out below, in a table format, a description of the ways we plan to use your personal data, and which legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

<b>Purpose/Activity</b>	<b>Lawful basis for processing (including basis of legitimate interest)</b>
To register you as potentially interested in the app	Necessary for our legitimate interests and/or those of a third party (to develop our and their services and grow our and/their business)
To manage our and our Clients' relationship with you which will include: <ul style="list-style-type: none"><li>• notifying you about changes to this privacy notice;</li><li>• managing your mailing preferences</li><li>• managing your bookings</li></ul>	<ul style="list-style-type: none"><li>• Necessary to comply with a legal obligation</li><li>• Necessary for our and a third party's legitimate interests (to keep records updated and to consider users' interest in the app or future services and how to develop them and grow our and our Client's businesses)</li></ul>
To deliver relevant content to you and measure or understand the effectiveness of providing said content	Necessary for our legitimate interests (to study how potential users may use the app, to grow our business and to inform our marketing strategy).
Maintaining a record of history of services booked through the app	<ul style="list-style-type: none"><li>• Necessary to comply with a legal obligation</li><li>• Necessary for our and a third party's legitimate interest (to keep our and our Client's records accurate and correct in</li></ul>

	order to manage our and their relationship with you)
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### **Opting out**

You can ask us to stop sending you marketing messages at any time by contacting us as per the details at the bottom of this privacy notice.

### **Who will we share your personal information with?**

We will not share your personal data with any third party for marketing purposes.

We have relationships with a number of third parties that we may share your personal data with e.g. for us to receive IT services. For a list of these third parties please contact 0845 501 0002.

We will share personal information with law enforcement agencies if required by applicable law.

We will share personal information with our Client.

We may share personal information to any prospective buyer of our business or shares.

We will not share your personal information with any other third parties without your consent.

### **How long will be store your personal data**

We will only retain your personal data for as long as reasonably necessary to fulfil the purpose we collected it for, including for the purpose of satisfying any legal or regulatory requirements. In some circumstances you can ask us to delete your personal data (see "Your rights" below).

### **IP addresses**

We may collect information about your device, including where available your IP address, operating system and browser type, for system administration, customer support and to collect aggregate information for internal reporting purposes.

### **Your rights**

Under the General Data Protection Regulation, you have a number of important rights that you can exercise free of charge. In summary, these rights are:

- Transparency over how we use your personal data and fair processing of your information;
- Access to your personal information and other supplementary information;
- Require us to correct any mistakes or complete missing information we hold on you;

- Require us to erase your personal information in certain circumstances;
- Receive a copy of the personal information you have provided to us or have this information be sent to a third party, this will be provided to you or the third party in a structured, commonly used and machine readable format;
- Object at any time to processing of your personal information for direct marketing;
- Object in certain other situations to the continued processing of your personal information;
- Restrict our processing of your personal information in certain circumstances;
- Request not to be subject to automated decision making which produce legal effects that concern you or affect you in a significantly similar way.

If you want more information about your rights under the GDPR please see the Guidance from the Information Commissioners Office on [Individual's rights under the GDPR](#)

If you want to exercise any of these rights, please initially contact our Client but you may also contact us as below:

- Email to [support@auassist.co.uk](mailto:support@auassist.co.uk) , call 0845 501 0002 or write to AU Assist, Unit 28, Bumpers Lane, Sealand Industrial Estate, Chester, CH1 4LT.
- Provide other information so that we can identify you. We may need to contact you to request further information to verify your identity;
- Let us have proof of your identity and address;
- State the right or rights that you wish to exercise.

We will pass on your request to exercise your right to our Client who will respond to you within one month from when we receive your request.

### **How to make a complaint**

Please get in touch if you have any issues or complaints (see "Get in touch" below).

The General Data Protection Regulation also gives you the right to lodge a complaint with a supervisory authority, in particular, in the European Union (or European Economic Area) state where you work, normally live or where the alleged infringement of data protection laws occurred. The UK supervisory authority is the Information Commissioner's Office who can be contacted at <https://ico.org.uk/concerns/>.

## **Our security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties, who have a business need to know. They will only process your personal data on our instructions and they are subject to confidentiality restrictions.

If you require further information about how we protect your data, please contact 0845 501 0002 (see "Get in touch" below).

## **Future processing**

We do not intend to process your personal information for any reason other than stated within this privacy notice. If this changes we will inform you.

## **Changes to this privacy notice**

This privacy notice was published on 15-05-2020.

We constantly review our internal privacy practices and may change this policy from time to time. When we do we will inform you.

## **Get in touch**

If you have any questions about this privacy notice or the information we hold about you or wish to opt-out please contact AU Assist, Unit 28, Bumpers Lane, Sealand Industrial Estate, Chester, CH1 4LT.

The best way to reach us is to email us at [support@auassist.co.uk](mailto:support@auassist.co.uk) or to call us on 0845 501 0002. Alternatively, you can write to us at the address above.

## **Alternative Formats**

If it would be helpful to have this notice provided in another format (for example: in another language, audio, braille) please contact us (see "Get in touch" above)