



Privacy Notice

background and introduction

In accordance with the General Data Protection Regulation (GDPR) and related UK data protection legislation, we are committed to protecting the confidentiality and security of the information that you provide to us.

This Privacy Notice is designed to help you understand how we collect and use your information. If you have any questions or queries about this Notice please contact us.

We may amend this Privacy Notice from time to time, in order to, for example, keep it up to date or to comply with legal requirements. The latest version of this Notice can be found at www.wealdservicestation.co.uk or you can contact us for the latest version using any of the methods detailed in the 'How to contact us' section.

who we are

We are Weald Service Station Ltd (also referred to in this Notice as "we", "us", or "our").

how to contact us

For any questions or concerns relating to this Privacy Notice or our data protection practices, or to make a Subject Access Request or any other request regarding the information we hold, please contact us at:

Weald Service Station Ltd
Cranbrook Road
Goudhurst
Kent
TN17 1DP

Tel: 01580 211282

admin@wealdservicestation.co.uk

www.wealdservicestation.co.uk

lawfulness and fairness

Personal data must be processed lawfully, fairly and in a transparent manner in relation to the Data Subject (you). We will only collect, use, process and store personal data:

- where the processing is necessary for the performance of a contract with you; or
- to meet our legal compliance obligations; or
- for reasons of substantial public interest (with a basis in law) - preventing or detecting unlawful acts; or
- to pursue our legitimate interests for purposes where they are not overridden because the processing prejudices your interests or fundamental rights and freedoms.



nature of personal information

Personal data is any information that may identify a living individual.

We collect personal information such as name, address, phone number, email address, vehicle details including Vehicle Registration Number, limited transaction details and other personal details depending on the nature of the services we provide to you.

In relation to the use of CCTV on our premises, this includes Special Category Data as described below.

We may collect information from you about other people, for example, family members or colleagues with whom you would also like us to interact in order to provide the services you have requested. If you give us information about another person it is your responsibility to ensure and confirm that:

- you have told the individual who we are and how we use personal information, as set out in this Privacy Notice; and
- you have permission from the individual to provide that personal information to us and for us to use it, as set out in this Privacy Notice.

why we need and how we use your personal information

We only collect, use and store your personal information where we have lawful grounds and legitimate business reasons to do so.

The use of your data is essential for us to be able to perform the services you contract us for. If you do not provide the information required or do not accept the terms of this Privacy Notice, we may not be able to provide certain services to you.

When you contact us we may keep a record of that correspondence and any information provided to us during that or any subsequent communication. We may also use it to keep our records up to date, to notify you about changes to our service and to help us develop new products and services.

When you visit our premises, we use CCTV for preventing or detecting unlawful acts for the protection of the business, its premises, staff and customers. This inherently involves us processing Special Category Data which may reveal racial or ethnic origin, physical, physiological and behavioural characteristics. As the recordings are overwritten on a regular cycle we have assessed the impact on you as low risk unless you commit or are a victim of an unlawful act, in which case the impact is overridden by law. The impact on a victim of crime of this type of data processing could be substantially positive.

marketing

We have a legitimate business interest in sending you marketing about our other products and services and making sure our marketing is relevant for you. We believe this processing is in your interests as well. When we process your personal information based on legitimate interest we make sure to consider and balance any potential impact on you (both positive and negative) and your rights under the data protection laws. Our legitimate business interests do not automatically override your rights and freedoms. We will not use your personal data for activities where our interests are overridden by the impact on you.



If we intend to use your data for purposes where consent is required we will only do so with your consent.

If you do not wish to receive the information you can opt-out at any time using any of the methods detailed in the 'How to contact us' section or by clicking the 'unsubscribe' link in one of our marketing emails.

sharing information

We will only supply your personal information to other parties where such a transfer is a necessary part of the activities that we undertake on your behalf, or where you give us consent or where we are required to do so by law or regulation (e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime).

We will only share your information if we are satisfied that the recipient has sufficient measures in place to protect your information in the same way that we do.

We may also disclose personal information to new owners of our business in the event that we are subject to a merger or acquisition. Disclosure may also be made to enable company audits, regulatory inspections or to investigate a complaint, suspicion of fraud or a security threat.

We never share your information outside our organisation for marketing purposes.

You understand and accept that we may disclose the information you provide to relevant other parties for the purposes described in this Notice.

transfer of personal data outside the uk

Certain personal information held on our Information Technology systems may be transferred across geographical borders in accordance with applicable law.

By providing us with your information, you consent to such international transfer, storage, and processing of your information. These transfers are governed by European Union (EU) standard contractual clauses or equivalent data transfer agreements to protect the security and confidentiality of personal information.

how long we keep information about you

We will keep information for as long as it is required to enable us to provide quotations or estimates, to provide ongoing services and to respond to any complaints which may arise after our initial relationship has ended, or otherwise as determined by law or regulation set out by the Companies Act or other legislation. Once we decide that we no longer need your information it will be securely and confidentially destroyed. Any request from you to have your data erased will be processed taking into account these requirements.

your data protection rights

You have certain legal rights under UK data protection law and regulations, summarised as follows:

- **The right to be informed** about our data processing activities, including through Privacy Notices such as this.
- **The right of access** to the personal information we hold about you. To request a copy of this information you must make a Subject Access Request in writing to us.



- **The right of rectification.** You may ask us to correct any inaccurate or incomplete data and we will do so within 30 days.
- **The right to erasure and to restrict processing.** You have the right to have your personal data erased and to prevent processing except where we have a legal or other obligation to process your personal information. You should bear in mind that by exercising this right you may hinder or prevent our ability to provide products and services.
- **The right to data portability.** On your request, we will provide you with your personal data in a structured format.
- **The right to object.** You have particular rights in relation to automated decision making and profiling to reduce the risk that a potentially damaging decision is taken without human intervention. You can object to your personal data being used for profiling, direct marketing or research purposes.

If you want to invoke any of these rights please contact us using any of the methods detailed in the 'How to contact us' section.

how to make a complaint

If you wish to make a complaint about how we hold or use your data, please contact us using any of the methods detailed in the 'How to contact us' section.

If you are dissatisfied with how we deal with your complaint, you may contact the Information Commissioner's Office as follows:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Tel: 08456 30 60 60

www.ico.org.uk