

# **Privacy policy**

“**Time Tees Cars**” is the trading name of Chick & Ridgwell Services Ltd.  
Our area of business is the sale of used cars and the service & repair of motor vehicles.

This privacy policy explains how we use any personal information we collect about you when you use this website.

As an essential part of our business, we collect and manage customer data. In doing so, we observe UK data protection legislation, and are committed to protecting and respecting customers' privacy and rights. Specifically, we act as "Data Controller" in respect of the information gathered and processed by this website.

## **Topics:**

- What information do we collect about you?
- How will we use the information about you?
- Marketing
- Access to your information and correction
- Cookies
- Other websites
- Changes to our privacy policy
- How to contact us

## **What information do we collect about you?**

We collect information about you when you make an enquiry using the online form, purchase a car from us or when you book a service, MOT and any other repair work to your vehicle. Website usage information is collected using cookies.

The information that we need for these purposes is known as your "personal data". This includes your name, home address, e-mail address and telephone number. We collect this in several different ways. For example, you may provide this data to us directly when filling in forms on this website, or when corresponding with us by telephone, e-mail or letter.

Please be advised that by using this website, we will not be collecting any special categories of data about you (i.e. data about your ethnicity, religion, health etc.).

## **How will we use the information about you?**

To communicate with you via email, SMS text or telephone to update you as necessary about your vehicle status and to write to you with a reminder, for example, when your vehicles service and MOT are due. To process credit / debit card payments and communicate with you if there are any issues. To process customer requests for finance (please note that this includes processing for the purposes of fraud prevention). We will keep the data for 6 years from the end of a customer's final transaction.

## **Marketing**

We would like to send you information about products and services of ours which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date. You have the right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please call the data protection officer on 01708 250011 to confirm your request or write/email to the addresses listed below.

Time Tees Cars will not share your information for marketing purposes with companies outside of our company. In processing your personal data, we may send your details to, Evolution Finance and Auto Trust Warranties (Car Care Plan) where relevant.

## **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 email or write to us at the address below. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

## **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behavior information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org). You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

## **Other websites**

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

## **Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 25<sup>th</sup> May 2018.

**If you have any comments or queries regarding our use of your data, please contact our Data Protection Officer by email at: [info@timeteescars.co.uk](mailto:info@timeteescars.co.uk)**

Or by post:  
The Data Protection Officer  
Time Tees Cars  
11 Station Road  
Upminster  
Essex. RM14 2SJ

Alternatively, you have the right to lodge a complaint with the Information Commissioner's Office who may be contacted at Wycliffe House, Water Lane, Wilmslow SK9 5AF or <https://ico.org.uk>.