



Building 1, Gaza Trading Estate,
Scabharbour Road, Hildenborough, Kent TN11 8PL
Tel: 01732 463600,
Email: shop@gigglepin4x4.net
Website: www.gigglepin4x4.net

VAT No: GB 754239226

To the Customers of Gigglepin 4x4

As you may be aware, the law on personal data is changing and new legislation (GDPR) comes into effect on 25 May 2018. We are obliged to bring the following to your attention:

Although the Company will continue to process customers' data on 'legitimate interest' grounds, it would be beneficial if we also had your specific consent to process your data – and to contact you.

PRIVACY NOTICE

For the Customers of Gigglepin 4x4

PLEASE ACKNOWLEDGE THIS PRIVACY NOTICE AND YOUR CONSENT TO THE COMPANY PROCESSING YOUR PERSONAL DATA AS OUTLINED IN THIS PRIVACY NOTICE BY RESPONDING TO THIS EMAIL

RESPONSE TO THIS EMAIL SIGNIFIES YOUR CONSENT TO THE PROCESSING OF YOUR PERSONAL DATA AND FOR THE GIGGLEPIN 4X4, TO MAINTAIN CONTACT WITH YOU.

OVERVIEW

Our Intent. We are committed to safeguarding the privacy of our customers. The Company will only use the information that we collect about you lawfully and in accordance with current data protection legislation.

Changes to Data Protection Legislation. Data Protection legislation is currently going through a period of change. The introduction of the European Union's General Data Protection Regulation (GDPR) and the new British Data Protection Bill that will replace the Data Protection Act is currently passing through Parliament and is the basis of this change. This Privacy Notice is therefore intended to comply with the GDPR but may change over time.

Customers as Data Subjects. In legal terms, customers – ie 'you' - are 'Data Subjects'.

The Data Controller. James Richard Marsden t/a Gigglepin 4x4 (known as Gigglepin or the Company) is from a legal perspective classed as the 'Data Controller'.

Data Protection Lead (DPL). The Company's DPL is Karen Major. The DPL fulfils a number of roles, one of which is to be the primary and independent point of contact for data protection matters. The formal mechanism for customers to raise concerns regarding the processing of personal data is primarily to email: accounts@gigglepin4x4.net or send a letter by registered mail to: Gigglepin 4x4, Unit 10, Gaza Trading Estate, Scabharbour Road, Hildenborough, Kent TN11 8PL, at which point the inquiry will be forwarded to the DPL for action. However, verbal enquiries from members or others will be treated appropriately by Company staff members, although a written follow up may be requested if appropriate.

Purpose of Processing Personal Data. We collect personal data primarily to support and administer your use of the Company's services.



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Lawful Basis of Processing Personal Data. The lawful basis for processing your personal data is as follows:

- **Consent** - once you have agreed to this Privacy Notice you will be registered for the processing of your personal data based upon your consent.
- **Legitimate Interest** – we will also process your data in pursuit of your legitimate interests as a customer of the Company and the legitimate interests of the Company.

Categories of Personal Data Processed. The information we hold should be accurate and up-to-date. The personal information which we hold will be held securely in accordance with our internal data protection and security policies. The type or categories of personal data we will collect about you includes your:

- Name
- Postal address
- Email address
- Mobile, and/or landline number
- Financial details in order to process payments where applicable, and all data held is compliant with English Law, PCI-DSS regulations (this is the framework which card processing companies monitor and uphold strict standards to be adhered to for us, the Company, to be allowed to use those services)
- Other personal details supplied by you to the Company for the purposes of you undertaking our services, eg vehicle details
- Information you provide by completing forms on the website, including information you give us when registering on our website, selecting goods or services or requesting further information.

Recipients of Personal Data. Your name and contact details will primarily only be used internally within the Company. However, if we undertake an external service on your behalf, for example, if as part of the type of service you purchase, includes your vehicle having an MOT, we would have to supply the organisations we use with your data. Another example, is, if you place a goods order with us, and it is more expedient to have one of our suppliers send you the goods directly, we would supply them with your data. Additionally, if you purchase goods, your data would be shared with other stakeholders, eg courier service providers.

GDPR states that any person whose image is recorded on a CCTV system has a right to seek and be supplied with a copy of their own personal data from the footage.

The trading estate where we are sited has CCTV. This is operated by the landlords of the Estate for security purposes. So for this purpose, our landlord acts as a Data Processors under GDPR. Access is only granted to regulated authorities, eg, the Police, or to us as tenants, if we make a request in writing.

The Police (or other such authority) may request footage, and if compelled to do so, we would always ensure it is followed up by a written request on headed paper. Such authorities will often just want to view the footage on the premises of the Data Controller or Processor, this action would not raise any concern for data protection.

Sale or Passing of Personal Data to Third Parties. Other than for specific purposes as required by suppliers/stakeholders (as outlined above), we will not sell or pass your personal data to any commercial or regulatory organisation without your explicit consent.



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Transfer of Personal Data Outside the EEA (European Economic Area).

Personal data will only be transferred outside the EEA or other areas of adequacy determined by the EU, for specific events. If this is required, consent will be explicitly requested from you. Once the United Kingdom has exited the EU and/or EEA, English Law will take precedence.

Sensitive Personal Data. We will never collect sensitive personal data about you without your explicit consent and a clear explanation why it is required.

Retention of Personal Data. We will continue to retain your name and other relevant details required to support our historical records.

Data Subject's Rights. Under current legislation, you have a number of Rights which are outlined below:

- **Right of Access.** You are entitled to access your personal data so that you are aware of and can verify the lawfulness of the processing. This is achieved through the mechanism of a Subject Access Request (SAR) and you have the right to obtain:
 - Confirmation that your data is being processed (held)
 - Access to your personal data (a copy) and
 - Other supplementary information that corresponds to the information in this privacy notice.

This information will be provided without charge; without delay and within one month.

To protect your personal data, we may seek to verify your identity before releasing any information, which will normally be in electronic format. As a member this will normally be a simple process, however if the SAR is made from a member living overseas, or former member, or by the relative of a deceased member, then additional verification steps are likely.

- **Right of Rectification.** You are entitled to have personal data rectified if it is inaccurate or incomplete. The Company will respond within one month of your request.
- **Right to Restrict Processing.** You have a right to 'block' or suppress processing of personal data. When processing is restricted, the Company is permitted to store the personal data, but not further process it. In this event exactly what is held and why will be explained to you.
- **Right of Erasure.** You may request the deletion or removal of personal data where there is no compelling reason for its continued processing. The Right to Erasure does not provide an absolute 'right to be forgotten'. However, you do have a right to have personal data erased and to prevent processing and retention in specific circumstances:
 - When you object to the processing and there is no overriding legitimate interest for continuing the processing or retention.
 - The personal data was unlawfully processed
 - The personal data has to be erased in order to comply with a legal obligation

I CONSENT TO THE COMPANY PROCESSING MY PERSONAL DATA FOR THE PURPOSES OUTLINED IN THIS PRIVACY NOTICE WHICH I HAVE READ AND UNDERSTAND. I ALSO CONSENT TO THE COMPANY, CONTACTING ME BY EMAIL OR OTHER MEANS.