

# Privacy policy

This privacy policy explains how and why we use your personal data, to make sure you stay informed and can be confident about giving us your information.

**We do:** use your personal data to help us provide a great experience for you. This includes tailoring the information we share to ensure you find it relevant, useful and timely.

**We do:** respect your privacy and work hard to ensure we meet strict regulatory requirements.

**We don't:** sell your personal data to third parties.

We'll always protect your personal data and, as part of this, we regularly review our privacy notice so that you can see how we use your data and what your options are. If there are any further changes to the 'General Data Protection Regulation' (or GDPR) or related laws, we may need to amend this statement in the future.

A few quick notes:

- This privacy policy explains what data we collect as well as how and why we use your personal data
- We'll never sell your personal data. We will only share it with organisations we work with who meet our high privacy standards.

## Who are 'we'?

In this policy, whenever you see the words 'we', 'us' or 'our' it refers to MJC Mobility Services, "our website" refers to <https://www.mobilityservicesandrepairs.com>

Our address is MJC Mobility Services, 38 Fangrove Park, Chertsey, KT16 0BN

If you have any questions relating to this privacy policy or how we use your personal data, please send them to [info@mobilityservicesandrepairs.com](mailto:info@mobilityservicesandrepairs.com)

## What personal data do we collect?

We will collect and use your personal data (this means any information which identifies you, or which can be identified as relating to you personally, such as your

name, address, phone number or email address). We'll only collect the personal data we need and we'll make it clear at the point of collection why we are collecting it.

This personal data you give us may include your name, title, address or email address, telephone numbers.

We may automatically collect information as you use our digital services such as the website. This may include the pages you have visited, information about the device or browser you are using, any errors you encountered

## How we use your personal data

We'll only use your personal data on relevant lawful grounds as permitted by the EU General Data Protection Regulation and Privacy of Electronic Communication Regulation.

We will use your personal data for the purpose or purposes outlined at the time you gave it to us.

We use this information:

- to provide the service, product or essential information you expect from us
- to enable trusted partner organisations to perform services on our behalf or to help us understand our supporters more effectively.
- to better understand how we can improve our services for you

We may also need to provide your personal data if we're asked by the police, or any other regulatory or government authority investigating suspected illegal activities.

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## How we share your data

We will not sell your personal information to a third party.

We may share your information with partners to allow them to perform services on our behalf. Where applicable we have contracts in place with our suppliers, which require them to comply with the General Data Protection Regulation and The Privacy and Electronic Communications Regulations (or PECR), and to have robust systems and processes to protect the security of your information.

# Cookies and links to third party websites

## Cookies

Cookies are small text files stored on your computer when you visit certain websites. We do not use cookies on our website.

## Links to other websites

Our website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, they will have their own privacy policies for which we do not accept any responsibility or liability.

# Marketing communications

If you agree to receive marketing information from us you can always change your mind at a later date.

# How we secure your data

We want to keep our customers safe, so the security of your data and of our information systems is incredibly important to us.

External threats to our data security are changing all the time, so we have a robust process for assessing, managing and protecting all of our new and existing systems to ensure they are up to date and secure.

When you trust us with your data we will keep your information secure to maintain your confidentiality. Whenever your information is stored or transferred, we use strong encryption to minimise the risk of unauthorised access or disclosure. You can check this when you enter information on our website by right clicking on the padlock icon in the address bar.

# Disclosing and sharing information

We do not sell or share your personal information for other organisations to use.

# Keeping your information

We will only use and store your information for as long as it is required for the purposes it was collected for. How long it will be stored for depends on the information in question, what it is being used for and, sometimes, statutory legal requirements.

## What to do if you're not happy

In the first instance, please talk directly to us, so we can learn from and resolve any problem or query. You can send an email with the details of any data protection complaint to [info@mobilityservicesandrepairs.com](mailto:info@mobilityservicesandrepairs.com). We will respond to any complaints we receive.

You have the right to contact the Information Commissioner's Office ("ICO") (the UK data protection regulator). For further information on your rights and how to complain to the ICO, please refer to the [ICO website](#).

## About this privacy policy

Please check the above policies before you submit any personal data on this website. This privacy policy applies solely to the personal data collected by the MJC Mobility Services.

We'll amend this privacy policy from time to time to ensure it remains up to date, shows how and why we use your personal data, and reflects any new legal requirements. Please visit our website to keep up to date with any changes. The current version will always be posted on our website.

Date : 05 December 2018