



Fairwater Garage (Taunton) Ltd

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25th May 2018

Dear Customer,

The General Data Protection Regulation (GDPR)

As you may be aware the new General Data Protection Regulation (GDPR) comes into effect on 25th May 2018.

With this in mind we have recently updated our privacy policy and have attached a copy to this letter for your information.

The lawful process we use to allow us to process your data is 'legitimate interest' for all business to business transactions i.e. to produce and send to you invoices, credit notes, statements, quotations. We will also correspond with you in the form of post or email and/or telephone using the details you provided when opening your account should we need to discuss any aspect of the service we provide.

We will never pass your details onto other third parties, for example credit reference requests, without your prior consent and we will never use or pass on your details to a third party for marketing purposes.

Should any of your details change please inform us at your earliest convenience as one of the principles of GDPR is accuracy of the data we hold and we can only be as accurate as the information that is provided.

If you have any questions or concerns regarding your data and the way it is handled please do not hesitate to contact me.

Yours faithfully

Paul Liell
Director



Privacy Policy

This privacy policy sets out how we use and store any information that we might ask you to supply to us. Fairwater Garage (Taunton) Ltd collect, process and store certain information about business and individuals where we have a legitimate interest or statutory or contractual obligation to do so.

The data we collect, store and process may include, but is not limited to;

- Contact details such as name, company name, address, telephones and email addresses, bank details and any other information provided at the time of opening an account/supplier account or when making an enquiry about our services or employment opportunities.

Purpose of holding information

We collect, process and store information for a number of reasons which are set out below:

- To fulfil any contractual obligations, we have with you.
- To provide quotes for our services when an enquiry has been made.
- To maintain accurate records.
- To carry out administrative tasks to enable us to provide a service to you, such as, accounting procedures, processing orders and customer service and employment opportunities.
- To verify your identity before commencing our provision of service or employment.
- To carry out a credit check (if applicable) before commencing our provision of service.

Security

We take your privacy and the security of any information provided very seriously. We have suitable security procedures in place to protect our paper-based systems and measures to protect our computerised databases from loss and misuse. Access is only allowed when necessary to carry out business transactions and by following strict guidelines with regard to the use of any data.

Your Rights

Under the General Protection Regulation (GDPR) and The Data Protection (DPA) you have a number of rights with regard to your personal data. You have the right to request from us access to and rectification or erasure of, your personal data. You are also entitled to restrict or object to processing. In certain circumstances you also have the right to data portability.

If you have provided consent for the processing of your data you have the right (in certain circumstances) to withdraw that consent at any time. This will not affect the lawfulness of the processing which took place before consent was withdrawn.

You have the right to lodge a complaint to the Information Commissioners Office if you believe that we have not complied with the requirements of the GDPR or DPA with regard to your personal data.

If you have concerns as to how your data is processed you can contact Claire Liell by email using claire.liell@fairwater-garage.com or you can write to Fairwater Garage (Taunton) Ltd, 144A Priors wood Road, Taunton, Somerset TA2 8DN.