

# Pronto Accident Repair Centre GDPR Privacy Notice

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## Pronto Accident Repair – GDPR Privacy Notice

Pronto Accident Repair Centre takes its obligations concerning data protection seriously. We are providing this notice so you have information about how we collect and process your personal data. We ask you to please read this Privacy Notice as it includes important information you need to know.

### What does our company do?

Pronto Accident Repair Centre is an approved and accredited vehicle body repairer that repairs accident damaged vehicles and carries out other service, maintenance, conversion and bodywork for individuals, motor insurance companies, managed repair networks, fleets and local businesses. We work with contracted specialists and vehicle dealerships that supply us with parts, paint, materials, and services to enable us to carry out the required work.

## Customers

### What information do we collect and process?

In order for us to carry out the required work on your vehicle it is necessary to receive from your insurer, fleet manager, company, or from you some required personal data. "Personal Data" is information about you which, either on its own or when connected with other data, allows us to identify you as an individual customer to provide you with our services. The personal data we hold may include the following:

- Your full name and contact information (address, town, postcode, email and phone number)
- Your credit card details and/or bank account details
- Your purchase details (including time, date and cost, and VAT status and insurance excess)
- Your insurance details (if our work is part of an insurance claim)
- Your vehicle information (make, model, registration number)
- Your proof of identity (in particular your driving licence if you are using a courtesy car)
- Your image on security CCTV around our site
- Your work address and contact information
- Your correspondence with us
- Your feedback

Personal data may be collected from you or passed to us by your insurance company, your fleet manager, a vehicle recovery agent or another trade-related third party. However, some personal data may, where lawful to do so, or with your consent, be collected by us from third parties (e.g. DVLA to check speeding offences for use of courtesy vehicles).

Please note that you are under no obligation to provide us with your personal data, but not providing certain data could prevent us from serving you.

### Why do we need your personal data?

Pronto Accident Repair Centre processes personal data about you for a number of purposes, including:

- To organise specialist repair functions (such as recovery with contracted third parties)
- To follow up with you shortly after the repair to your vehicle to check everything is okay
- For internal record keeping (to be able to respond to customer enquiry and invoicing)
- To make an appointment with you to assess the accident damage on your vehicle
- For number plate recognition as part of our customer service and site security
- To process payments by credit/debit card or bank account details
- To remind or update you of progress or a completion date
- To provide our services to you as requested or agreed
- To help us improve the services we offer

This list is not exhaustive and may be updated from time to time. We do not 'trade' in your personal data and will not sell or rent your details.

### **Who will your personal data be shared with?**

Pronto Accident Repair Centre is approved by a number of vehicle manufacturers, insurance companies and accident management companies. We may share your basic personal data, such as name, claim number and vehicle details with the relevant company you are connected with to provide the service you have requested. Your personal information may also be made available with third parties providing relevant services under contract to Pronto Accident Repair Centre, such as specialists in system recalibration, auditors, compliance managers, insurance companies, vehicle recovery agents and IT hosting providers. These companies may use information about you only to perform their functions on our behalf in accordance with the services we have requested and under the contract terms imposed.

We may also disclose specific information upon lawful request by government authorities, law enforcement and regulatory authorities where required or permitted by law.

In the event that we sell our business, we may share your details with the buyer to enable them to fulfil the service we have agreed with you.

Your personal information will not be transferred to, stored or otherwise processed outside the EU, other than in exceptional circumstances and only if expressly permitted by law.

### **How long do we keep your personal data?**

Pronto Accident Repair Centre may keep your details on record for as long as it is necessary to meet record keeping requirements. We expressly hold booking, invoice and email details for seven years. They are then deleted in accordance with data protection and other applicable legislation. Should you wish to make a warranty claim after this period, you may need to provide a copy of our invoice or our completed guarantee.

## **Employees**

### **What information do we collect and process?**

In order to manage the employment relationship between you and Pronto Accident Repair Centre it is necessary to hold some personal and sometimes sensitive data. The personal data we hold may include the following:

- Your full name and contact information (address, town, postcode, email and phone number)
- Your bank / building society account details (to pay your wages, salary or expenses)

- Your proof of identity (to satisfy the Asylum & Immigration Act)
- Evidence of your driving entitlement (for risk management and insurance purposes)
- Your image on security CCTV around our site
- Information about your health (for monitoring your capability)
- Identifying data for health & safety and/or payroll purposes (including gender, date of birth and national insurance number)
- Your training or qualifications

This list is not exhaustive and may be updated from time to time.

Personal data may be collected from you or passed to us by third parties, where lawful to do so, or with your consent (such as the DVLA, HMRC and providers of training, insurance, payroll, occupational health and HR services).

Sensitive (or “special category”) data will only ever be held, processed or shared with your consent.

Please note that you are under no obligation to provide us with your personal data, but not providing certain data could prevent us from being able to engage you or to continue with the employment relationship.

### **Why do we need your personal data?**

Pronto Accident Repair Centre processes personal data about you in order to legitimately manage the employment relationship and fulfil certain legal functions.

We do not ‘trade’ in your personal data and will not sell or rent your details.

### **Who will your personal data be shared with?**

We will share your basic personal data only with third parties assisting us with managing the employment relationship. Such information will be kept to a minimum and assurances received from such parties to ensure that their data storage and privacy arrangements are in line with those of Pronto Accident Repair Centre as a minimum.

Such third parties may include vehicle manufacturers, suppliers, work providers and suppliers of training, insurance, payroll, occupational health, HR and IT services. These organisations may use information about you only to perform their functions on our behalf in accordance with the needs of the employment relationship, your contract terms and for other strictly lawful purposes.

We may also disclose specific information upon lawful request by government authorities, law enforcement and regulatory authorities where required or permitted by law.

In the event that we sell our business, we may share your details with the buyer to enable them to continue to fulfil the requirements of the employment relationship.

Your personal information will not be transferred to, stored or otherwise processed outside the EU, other than in exceptional circumstances and only if expressly permitted by law.

### **How long do we keep your personal data?**

Pronto Accident Repair Centre may keep your details on record for as long as it is necessary to meet record keeping requirements. Unless agreed otherwise in contract we will delete the majority of the personal data collected after six months following the termination of your employment. However, unless required for lawful purposes, such as some health & safety information, all information relating to your employment will be held for no more than seven years. Any deletion is completed in accordance with data protection and other applicable legislation. Should you have a query or complaint about the employment after this period, you will need to provide us with comprehensive information if we are able to assist with resolving the matter arising.

## **General**

### **Do we get involved in direct marketing?**

Pronto Accident Repair Centre does not take part in any direct marketing activities (apart from requests for optional feedback). We hope that the quality of our service and employment provisions will be enough for you to recommend us to others and view our website.

### **What rights do you have to amend personal data?**

You have the right to review the personal data held by us and have inaccurate information about you corrected. To understand more about our data processing activities or to request access to your personal information please contact 01733 516120 today.

### **Changes to this Privacy Notice**

Pronto Accident Repair Centre may change this Privacy Notice from time to time in order to reflect changes in the law.