

PRIVACY & LEGAL

PRIVACY POLICY

Your privacy is important to Crosslands Vehicles Ltd. In this retailer privacy policy, the references to us, we, our (or similar wording) relate to Crosslands Vehicles Ltd. We respect your privacy and want you to know that the information you share with us will be treated with care.

This Privacy Statement addresses what personal information we collect and how we handle the personal information shared with us. Please read the following carefully to understand our views and practices.

We will not collect any personally-identifiable information about you (that is, your name, address, telephone number, or email address) ("Personal Data") unless you provide it to us voluntarily. If you do not want your Personal Data collected, please do not submit it.

For the purposes of the Data Protection Act 1998 (the "Act") the data controllers are Crosslands Vehicles Ltd.

By giving your email address and/or phone number and/or postal address and /or social media details, you are confirming that you are happy to occasionally receive news, information and offers from Crosslands Vehicles Ltd.

Information collected

This Privacy Statement covers Crosslands Vehicles Ltd .

This Privacy Statement applies to personal information we obtain from and about individuals interacting with us and via our website, products, services and on site CCTV footage.

As you interact with Crosslands Vehicles Ltd, there may be opportunities for you to provide us with your information. Additionally, we may collect certain information about you or your vehicle as further described below.

You may provide us with information about you or your vehicle through a number of sources: our websites, product and related off site events, test drives or other incentive applications, surveys, social media platforms, competition and prize draw entries. We also receive information about you through vehicle records.

This website will collect data from different sources where we have permission to do so - for example but not limited to:

Contact information (such as name, address, town, county and postcode, email address and telephone number)

Vehicle information (such as vehicle registration number, make, model, model year)

Non-credit-related marketing profile information (such as when you plan to service your vehicle, purchase or lease a vehicle in which you're interested)

Data Use

The information Crosslands Vehicles Ltd collects about you and your vehicle will be used to provide customer and vehicle support services, product information updates, marketing, market research and tracking purposes and to contact you to measure and improve our service levels.

You may choose to forward or share information from our websites or emails to another person. Email addresses submitted to us for this purpose will not be captured for later use in marketing unless the recipient opts into receiving additional marketing materials from Crosslands Vehicles Ltd.

Data Sharing

Crosslands Vehicles Ltd may share the information it collects about you or your vehicle in the following instances:

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of Crosslands Vehicles Ltd, our customers, or others.

When we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud or respond to a law enforcement request.

With our services providers who work on our behalf and who do not have an independent right to use the information to which they have access or that we disclose to them. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

With third parties for research and development purposes (such as university research institutes for improving road safety)

We will never sell your information on. Data Security

Crosslands Vehicles Ltd uses administrative, technical and physical security to protect the personal information we maintain and to help ensure that it is used according to this Privacy Statement.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our Site; any transmission is at

your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access. All information you provide to us is stored on our secure servers.

Cookies

In some cases, we may collect information about you that is not personally-identifiable. Examples of this type of information include your IP address, the type of Internet Browser you are using, the type of computer operating system you are using, and the domain name of the website from which you linked to our Site or advertisement. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

Access to information

The Act gives you the right to access information held about you. Your right to access can be exercised in accordance with the Act by contacting us at The Garage, Ramsey Road, Ramsey Forty Foot, Ramsey, Cambridgeshire, PE26 2XN set out below enclosing a copy of your driving licence or other recognised form of identity.

How to Manage Your Personal Information/Communications Preferences:

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your Personal Data. You can also exercise the right at any time by contacting us at Crosslands Vehicles Ltd, 01487 813294, The Garage, Ramsey Road, Ramsey Forty Foot, Ramsey, Cambridgeshire, PE26 2XN

If you opt out of receiving marketing communications from Crosslands Vehicles Ltd, your personal information will not be used for marketing, but may still be used for the other purposes described in this Privacy Statement (such as vehicle support and service information).

If you have subscribed to a particular email newsletter or any other form of communication, you should follow the instructions in the email or contact us to review how we communicate with you.

Privacy enquiries and correcting your information

If you have any questions, comments and requests regarding this privacy policy or if you have submitted Personal Data through the website and would like that information deleted from our records, please contact us at our e-mail address using the contact details on our website. We will use reasonable efforts to suppress this information from our existing files.

If we make any changes to this Privacy Policy, we will update the details on our website so that you are kept informed on how we use your data and under where it is disclosed or shared. The updated Privacy Policy will take effect as soon as it is posted on our website and will supersede any previous versions.

This Policy was last updated on 25.04.18.