

# Privacy Policy

GDPR places certain obligations on businesses and gives you more control over how personal data is used.

db Auto-Electrics is committed to fulfill the regulations by the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. db Auto-Electrics takes the privacy of its customers seriously. We treat all your personal information as confidential whether this be through using the website, email, Facebook messenger or over the phone.

When you agree to use our services, you are entering into a contract with us. The only details we hold are those you provide us with. All details you provide are processed and stored safely. Once we have received your personal data, we will use strict procedures and security features to make best endeavors to prevent any unauthorised access.

db Auto-Electrics make every effort to virus check any files sent as attachments via email but shall accept no responsibility whatsoever for any loss or damage that may arise from the receipt or use of such material. We therefore recommend that all recipients check all received material with their own virus check software.

## **What data do we collect from you?**

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- Identity Data includes first name and last name.
- Contact Data means the data we use to contact you including your billing address, delivery address or the address where the works are to be carried out, email address and telephone number. We've got to do this to carry out our services with you.
- Technical Data means details about the device(s) you use to access our website including your internet protocol (IP) address, browser type and version, location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- Usage Data includes information about how you use our website, products and services. This includes your browsing patterns and information such as how long you might spend on one of our webpages and what you look at on our website, the click stream to and from our website, page response times and page interaction information such as scrolling, clicks and mouse overs.

We will keep your personal data for no longer than is necessary for the purpose(s) it was provided for and to meet our legal obligations.

## **Why do we process and store your data?**

We need to store and process your data if you make an enquiry or request a service from us, to allow us to provide these services. This includes your name, contact details, and IP address. We also need to store or process data which you have given directly to us in order to run our business and to keep accurate records. No financial information is collected or processed.

## **How we use your data**

We do not sell or give your data to any third parties for their marketing purposes. Some of the services we use will also store a copy of your data. For example, our website provider WordPress, our email providers Sky and BT, and our accountancy software provider Xero and any providers they use to provide their services. If you send your details over a social media platform, that platform may keep a copy of your messages. By choosing to contact us in this way, you will be deemed to have consented to the use of personal data by these providers as contained in their

relevant privacy notices/policies and db Auto-Electrics will not be held responsible for any misuse of data by these third parties.

You can view their relevant Privacy Policies by visiting the links below:

<https://automattic.com/privacy/>

<https://www.sky.com/help/articles/sky-privacy-and-cookies-notice>

<https://www.bt.com/privacy-policy/>

[https://en-gb.facebook.com/full\\_data\\_use\\_policy](https://en-gb.facebook.com/full_data_use_policy)

<https://www.xero.com/uk/legal/privacy/>

We reserve the right to share your personal data with other third parties if required for legal reasons. For example, in the case of a tax audit, to produce accounts for the business, or to prevent fraud.

We need to process your personal information to provide you with the services of this business for example; delivery and collection purposes.

Our site may contain links to and from other websites. If you follow a link to any of these websites, please note that they have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

**By continuing to use our services, you are confirming that you have read, understand and accept this policy.**

#### **How can you see what data we store about you?**

You have the right to request details on any data we store about you. You would need to put your request in writing to our email address below. We will reply to the email address from which the message has been received.

[daveburton@dbautoelectrics.com](mailto:daveburton@dbautoelectrics.com)

#### **How can you opt in or out of our marketing messages?**

db Auto-Electrics will not send you marketing messages. All marketing is general marketing through social media or other online marketing vehicles such as our website. Should you wish to leave feedback on our Facebook Page or website, we would welcome this.

#### **How does our website use cookies?**

Cookies are small files or data that your computer stores when you visit a website. These cookies are essential for the running and operating of a website and enable you to browse and book online. The information they collect helps you to view products online easy and securely. They prevent fraud and help us to assess how you use our website and in turn how we can improve it. Some of the cookies we use improve the functionality of the website.

Cookies do not contain confidential information such as your home address or telephone number and are temporary. We do not exchange cookies with any third party websites. It is purely for monitoring viewings.

To browse online at [dbautoelectrics.com](http://dbautoelectrics.com) you will need to enable all cookies. They allow you to navigate the website. You can disable cookies by visiting the help section in your browser. However, please note that by disabling them, your user experience may be affected and you may not be able to use all functions of the db Auto-Electrics website.

By continuing to use [dbautoelectrics.com](http://dbautoelectrics.com) you are agreeing to our use of cookies in the manner described in this notice.

If you are still unsure about providing details over the internet through the website or via social media, please contact us on 07885 465468.

**This policy was updated in May 2022.**