

Data Protection – Privacy notice for Customers

Under data protection law, customers have the right to know how Ansa Motor Works uses any personal data that we hold about them.

Personal Details

Ansa Motor works requires customers to provide

A) Contact numbers - for purposes of discussing the necessary work/quotation that needs carrying out on customers cars. Customers may also choose this as a method for receiving an MOT reminder.

B) Address – we like to have customers address for the purpose of posting on any documents left behind relating to the customers vehicle or if it is the customers preferred way of having an MOT reminder. We may need it in case of recovering a customer's vehicle.

C) Emails are only collected if a customer wants to receive an MOT reminder this way.

D) Customers records are printed only once their vehicle comes in for repair. We then keep these job sheets for a month in a folder they are then disposed of securely.

Storage of Records

Customers records are kept on our software by MAM and this is a cloud-based storage. It is password protected. Customer records are also kept on our accounts software this is password protected of which the bookkeeper only knows. This is a programme stored on the computer.

Legal Obligation

We are required by law for taxation purposes to keep customer invoices for seven years.

Customers Rights

Customers have the option of not receiving any MOT reminders.

They also are within their right to only give a contact number for the purpose of discussing necessary work. Customers are under no obligation to give their address if they choose to do so.

Customers have the right to be deleted off our records we will however have to keep records of their invoices for seven years. We can put their vehicle details into our old records account for this purpose.

Sharing Information

The only time Ansa Motor Works shares information of customer details with a third party is when warranty work is carried out. The warranty company will therefore hold customer records of their own given by the customer.

If customers have any questions regarding how we hold their details, they are welcome to ask at reception.