

Privacy Notice



Keeping your information safe, secure and private is important to us. This notice sets out in clear and simple terms how we collect, store and secure your data.

Where you see “we”, “us” or “our” it means Jamieson Motor Services Ltd, company number SCO450449 and registered at 44 Bank Street, Irvine, KA12 0BP.

Jamiesons Motor Service Ltd is the Data Controller for the purposes of this policy.

What we collect and how we use it

When you open an account with us or book a job, we will ask you to provide us with certain pieces of information so that we can administer that account. You do not have to provide us with this information if you don't want to (with the exception of that which is required to carry out the work, e.g. information about the vehicle) but it may mean we can't provide you with a full range of services.

We also collect some information to operate our systems and processes, or to comply with legal requirements.

The regulations requires us to have a lawful basis for processing your information. These are defined by the regulations, and below we describe which basis we are using to process each piece of information we collect.

Information	How we use this information	Lawful basis for processing
Your name	This will be the name used on your account and how we refer to you	Consent: you have given us clear consent to process your personal information for this purpose
Your address	For billing purposes - sending your invoice (if you request this)	Consent: you have given us clear consent to process your personal information for this purpose

Information	How we use this information	Lawful basis for processing
	To collect or drop off your vehicle to/from a home or work address	Consent: you have given us clear consent to process your personal information for this purpose
Email address	For billing purposes - sending your invoice (if you request this)	Consent: you have given us clear consent to process your personal information for this purpose
Phone number	To call you or send an SMS text message to update you on the work we're carrying out for you	Consent: you have given us clear consent to process your personal information for this purpose
Vehicle and job data	The registration, make and model of your vehicle	Contract: the processing is necessary for provision of a service in a contact we have with you
	Technical information from your vehicle such as serial codes, part numbers	Contract: the processing is necessary for provision of a service in a contact we have with you
	The mileage recorded on the odometer at the time of arrival and departure	Contract: the processing is necessary for provision of a service in a contact we have with you
	Details of work carried out and parts supplied, and any other damage or faults found while completing the work	Contract: the processing is necessary for provision of a service in a contact we have with you
	Any job-specific instructions you supply to us	Contract: the processing is necessary for provision of a service in a contact we have with you
	Update the MOT database after a test is carried out	Contract: the processing is necessary for provision of a service in a contact we have with you Legal obligation: the processing is necessary for us to comply with the law
Communications data	If we correspond by email, copies of sent and received messages are stored on our mail server	Legitimate interest: to ensure that service standards are maintained, and to assist in resolution of any disputes

Information	How we use this information	Lawful basis for processing
	Phone calls are recorded so that we can provide you with a better service, provide evidence of a contract or transaction, and resolve disputes. Recordings are stored on our system for 6 months then deleted.	<p>Legitimate interest: to ensure that service standards are maintained, and to assist in resolution of any disputes</p> <p>Contract: the processing is necessary for provision of a service in a contact we have with you</p>
	Basic records of calls placed and received on our system are stored on our phone system for X days. Our telecom provider also stores the same information.	<p>Legitimate interest: to ensure that our phone system is being used correctly and to troubleshoot issues</p> <p>Legal obligation: we (and our telecom provider) are required to store this information by law and may be required to disclose it to law enforcement under appropriate legal authority</p>
	If we send you an SMS text message a record of that message is kept on our system	Legitimate interest: to ensure that our SMS system is being used correctly and to troubleshoot issues
Website usage	We collect information about usage of our website using Google Analytics. This usage data uses pseudoanonymisation and usage is not attributed to a specific person. More information on Google Analytics privacy is available here .	Legitimate interest: to obtain statistics on usage of our website to improve the experience and performance of the site
CCTV	We operate CCTV at our premises for the purposes of preventing, investigating, detecting and prosecuting criminal offences	Legitimate interest: to protect our property and staff, and to prosecute any criminal offences. CCTV may be disclosed to the police or other law enforcement agencies to detect, prevent, investigate or prosecute criminal offences.

How long we keep information for

We will not retain your person information for any longer than is necessary. We will retain the information you provide for as long as your account with us is in existence, or as needed to be able to provide services to you, or until you ask us to delete it.

The exception to this is recordings of phone calls, which we will only keep for 6 months before deleting them.

If legally required, or if it is reasonably necessary to meet regulatory requirements, resolve disputes, enforce our terms and conditions, to prevent fraud or abuse, or investigate a suspected breach of our policies or terms and conditions we may also retain some information for a limited period of time as required, even after your account has been closed or it is no longer required to provide services to you. We will endeavour to keep the retention of data for these purposes as short as possible, and in any case limit it to the time required for that specific purpose.

We are required to hold financial records for a period not less than seven years. When you ask us to delete your personal information, we will do this by removing your personal data and retaining any financial data related to your account, e.g. invoice dates, description of work performed and details of amounts and payments.

Choosing how we use your data

It is important that you are able to control the privacy of your data, so with respect to the information relating to you that ends in our possession, you have the right to do the following:

- You can verify the information that you have provided to us by contacting us by email (hello@jamiesonmotors.co.uk) or in writing to Jamieson Motor Services Ltd, 9 East Road, Irvine, KA12 0BP. To ensure the security of your data, we will ask you to prove who you are and your right to access this information before providing it to you.
- You can contact us using the same methods to change, correct or ask us to delete your personal information that we hold at any time. You can also ask us to close your account and remove the associated data, however we may retain archive copies of the data for a limited time - see 'How long we keep information for'. We also provide a form that collates all of the information necessary to comply with your request. You can download a copy of our form [here](#).

- You can ask for a copy of all the information we hold about you by contacting us using the methods above. To ensure the security of your data, we will ask you to prove who you are and your right to access the information before providing it to you. We will provide this information within the prescribed time limit.

We also provide a form that collates all of the information necessary to comply with your request. You can download a copy of our form [here](#).

Disclosure of data

We will not disclose your personal information to any third parties without your consent, except in the specific circumstances listed:

- If we are carrying out an MOT test for you, details of the test will be provided to the Driver and Vehicle Standards Agency to update their records
- If we receive a valid legal order that compels us to disclose information, such as a court order
- We may pass information to the police where we believe disclosure is necessary to prevent, detect, investigate or prosecute criminal offences
- We, our our telecoms provider, may be required by a law enforcement agency to disclose records of phone calls placed or received on our phone system

Complaints

If you send us a request to exercise any of your rights in relation to your data and we don't complete it within a month, or you're not satisfied with the way we have handled your request, please get in touch. We will do our best to put things right.

If you're still not happy, you have the right to report your complaint to the Information Commissioner's Office. You can contact them [here](#).