

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 use 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.

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).

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 and contact details (phone number, address and email address)	We'll use this to create a customer account which we will use to store information about the work we are carrying out for you, and to contact you where it's necessary and related to that work (for example, a call to let you know a job is complete, or to send a copy of your invoice by email). We will never use any of this information for any other purpose, including for marketing.	Consent: we'll ask if you'd like to provide us with this information, and you can choose to provide it or not
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

Information	How we use this information	Lawful basis for processing
	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
Communications data	If we correspond by email, copies of sent and received messages are stored on our mail server	Legitimate interest: we need to store messages so we can read and respond to them
	Phone calls are recorded so that we can provide evidence of a contract or transaction, and resolve disputes. Recordings are stored on our system for 6 months then deleted.	Legitimate interest: to ensure that service standards are maintained, and to assist in resolution of any disputes Contract: the processing is necessary for provision of a service in a contact we have with you

How long we keep information for

We will not retain your personal 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.

Your rights

The GDPR affords you certain rights in relation to your data.

Right to be informed

This privacy notice is the mechanism for informing you about how we use your data. It covers all data processing that we carry out, and hopefully answers any questions you have. If you still have questions, you can contact us using the details in this notice and we'll be happy to help.

Right of access

You have the right to access your personal data that we hold (commonly called a Subject Access Request or SAR). To request access to your data, just ask us using the contact details in this notice. The GDPR gives us one month to respond to these requests, and there is no charge.

Right to rectification

You have the right to have any personal data that we hold about you rectified if it is inaccurate, or completed if it is incomplete. You can assert this right by contacting

us and letting us know what we need to amend. The GDPR gives us one month to respond to these requests, and there is no charge.

Right to erasure

Also known as “right to be forgotten”. You have the right to ask us to delete the personal data we hold about you if

- we are using consent as the legal basis and you withdraw your consent
- we are using legitimate interest as the legal basis, and you object to the processing and we have no overriding legitimate interest to continue the processing
- the personal data is no longer necessary for the purpose we originally collected it for

In any of these cases, you can ask us to delete your personal data by contacting us using the details in this notice. The GDPR gives us one month to respond to these requests, and there is no charge.

Right to restrict processing

You have the right to ask us to restrict processing of your data in certain circumstances. These are:

- If you contest the accuracy of your personal data and we are verifying the accuracy of it
- Your data has been unlawfully processed and you oppose erasure and request restriction instead
- We no longer need your personal but you need us to continue storing it in order for you to establish, exercise or defend a legal claim
- You have objected to us processing your data and we are considering whether we have legitimate grounds to continue the processing

You can assert this right by contacting using the details provided in this notice and letting us know what you would like us to do. The GDPR gives us one month to respond to these requests, and there is no charge.

Right to data portability

You have the right to obtain and reuse your personal data for your own purposes across different services. The right includes receiving a copy of your data, or instructing us to transfer the data to another data controller. This right only applies to information that you have provided to us and for which we use consent or performance of a contract as a legal basis.

The GDPR says we must provide you with copies of your personal data in a structured, commonly used and machine-readable format, which we would do by providing a comma-separated value (CSV) file wherever possible (your customer account, service history, etc). Where it's not possible to use CSV (for example, an image file) we'll choose or work with you to find another appropriate format that is suitable. The GDPR gives us one month to respond to these requests, and there is no charge.

Right to object

You have the right to object to our processing of your personal data if we are relying on legitimate interest as the basis for processing (you also have the right to object to processing of your personal data for direct marketing purposes, however we don't process any data for this purpose).

The GDPR requires that a specific reason is provided for the objection, and that we can refuse to comply if we can demonstrate compelling legitimate grounds for the processing which override your individual rights.

In the majority of circumstances though, we're happy to comply. You can contact us using the details provided in this notice to make a request. The GDPR gives us one month to respond to these requests, and there is no charge.

Rights related to automated decision making including profiling

We don't carry out any automated decision making or profiling using your personal data.

Our contact details

If you have any questions about how we use your personal data, or you wish to assert any of your rights, you can contact us using these details:

Email: hello@jamiesonmotors.co.uk

Phone: 01294 645777

Or if you prefer, you can visit us in person: 9 East Road, Irvine, KA12 0BP

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 the required timeframe, 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.

You also have the right to make a complaint to the Information Commissioners Office (ICO). You can contact them [here](#).