

# GRAFTON EXECUTIVE CARS PRIVACY POLICY

Grafton Executive Cars understand the responsibility of protecting your privacy and looking after your personal data. This privacy policy explains what personal data we collect, how we use and store your personal data and reasons we may need to disclose your personal data to third parties.

You can control and manage your information at any time to protect your privacy and security.

## Data we collect:

The personal data we may need to collect from you include your name, address, email address, phone number, payment details and IP address. We receive personal data when you phone, text, email or make an enquiry via our website.

If you provide us with data about a third party (example, booking on behalf of someone) you warrant that you have obtained the consent of the third party to use their personal data.

## How we use your data:

We use your personal data in the following ways but are not limited to...

- To provide you with our services.
- To process a service request submitted to us.
- To identify you and any accounts you hold with us.
- To process payments and keep track of billing.
- To notify you of changes to our services.
- To notify you of changes to our prices.
- To detect fraud.
- To comply with any contractual obligation, we may have with you.

## Retention period:

We will keep your personal data until you are no longer a customer of ours (unless otherwise instructed). We shall retain your data only for as long as necessary in accordance with applicable laws.

## Who has access to your data:

Grafton Executive Cars office administrators, for use of processing service requests, making contact, processing payment and accounting.

Grafton Executive Cars drivers, for use of carrying out services and making contact only when required.

Sub Contract Chauffeur drivers, for use of carrying out services and administration purposes. In some instances they will have their own privacy policy in place.

### Third Parties:

Grafton Executive Cars will never intentionally share your personal data to third parties for marketing or advertising purposes. Use of our website may allow third parties to gather information such as but not limited to IP address and device specific data.

There are times we may need to pass your personal data onto third parties for services on our behalf (example, processing payment). In these circumstances we would only share data relevant to the service, in most instances the third party may be acting as data controller and they will have their own privacy policy in place.

### Access to your data:

You have the right to access the personal data we hold about you, this can be done by contacting Grafton Executive Cars via phone or email. It is your responsibility to make sure we have up to date information.

### Right to object:

You have the right to object to Grafton Executive Cars using your personal information, note this may have an impact on a service request. You may ask us to delete your data at any time (your right to be forgotten). You have the right to ask us not to use your personal data for marketing purposes.

### How your personal data is stored:

Any information provided to Grafton Executive Cars is handled with strict confidence and stored on our protected system. In some circumstances password and encryption protection will be used to protect sensitive data.

As the transfer of information via the internet is not completely secure, we can't guarantee the security of the data that is transmitted to our site, this is done at your own risk.

### Contact Information:

Telephone: 01763 243437

Email: [Graftoncars@hotmail.com](mailto:Graftoncars@hotmail.com)