



PRIVACY NOTICE.

About Us.

S & P Brisley Ltd is a well-established family business reputed for the quality of its repairs, having been established for over forty years. Through our workmanship and customer centred service, we are able to satisfy the high standards required for BSI accreditation reinforcing our reputation for quality. We have established ourselves as a preferred vehicle body repair shop for major motor insurers, as well as carrying out repairs for other clients and individual customers.

Who is responsible for your personal data.

We are responsible for the collection and use of your personal data, therefore act as a data controller as defined in data protection legislation. We are registered as such with the Information Commissioner, Registration No. Z9355647.

Our company address is:

Unit 9 -11, Highfield Industrial Estate
Warren Road
Folkestone
Kent CT19 6DD
Telephone no 01303 253126.

How we keep your information safe.

Your privacy is important to us, we fully understand the duty we have to protect it. We take appropriate organisational and technical steps to safeguard it, including:

- Restricting access to your data to only those who require it when providing you with services.
- Access to the personal data we process is password protected.
- Proportionate technical preventative solutions are installed on our systems.
- Using encrypted computers.
- Ensuring our staff are trained and understand potential risks.
- By using adequate physical security at our premises.
- When transferring data to a third party, sending it by securely by using encryption or password protection or a reliable secure courier.
- When taking files and records off site for business purposes.
- When deleting or destroying records or dispensing with IT equipment.

Our data processing is undertaken only within the European Economic Area (EEA).

Additionally, our Managing Director, Mr Paul Brisley oversees matters relating to data protection on behalf of the company. We are not required to have a Data Protection Officer by law, nonetheless we have chosen to do so, as it's in the best interests of our customers, clients and staff. The Data Protection Officers contact details are shown further on in this document.

The personal data we collect from you.

We process personal information to enable us to run our business; this involves carrying out body repairs to vehicles and other machinery, to maintain our accounts and records, comply with other legislation and to manage our workforce. We also use a CCTV system and digital tablets and cameras to monitor and collect visual images for security, including the prevention of crime and managing complaints.

Type of personal data	Places where these may normally be collected
Your name and contact details, including email address, telephone number, postal address, and payment details.	<p>When:</p> <ul style="list-style-type: none">• Booking an estimate or arranging for a repair to be carried out.• Updating you on the progress or completion of a repair to a vehicle or arranging for your vehicles collection.• Collecting payment.
Digital Images – CCTV & Digital Tablets and Cameras.	<p>When:</p> <ul style="list-style-type: none">• You visit our site and when you are in our reception area.• When carrying out estimates, and when you leave your car for repair. (We do not intentionally collect any personal data such as images of people or other information when doing so). <p><i>Customers are encouraged to disable any onboard equipment, such as dash cams when leaving their vehicles to protect the privacy of others who use the site as well as customers and staff.</i></p>

<p>Applicable to Staff Only.</p> <p>If you seek employment or you are an existing employee, we record your name, address, personal identifiers such as date of birth, NI number, bank details, references and appraisals, and in some cases, records relating to health and welfare.</p>	<p>When:</p> <ul style="list-style-type: none"> • Applying for or whilst in a contract of employment with us. • In the event that your work involves potentially hazardous materials or if you have an accident in the workplace. • For setting up and maintaining HR records and payroll.
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How we use your personal data.

We can only use your personal data if we have a valid reason (or "lawful basis") for doing so. The law defines a number of possible reasons, we apply the following three when using your data:

- To enter into a contract with you.
- When it is in our legitimate interests to do so.
- When required to do so by other legislation such as Health & Safety.

In cases where we have chosen "legitimate interests", we have provided more information below to explain how these interests are applied and justified. When processing your data, we will always ensure our own interests are balanced against your own.

What we use your personal data for.	Our lawful basis for doing so.	Our reasons when using legitimate interests.
Capturing visual information using CCTV & Digital Tablets and Cameras.	Legitimate Interests.	To prevent crime and to manage complaints, and to protect the well-being of our customers, and our workforce.
When requesting an estimate, arranging for a repair, providing you with updates, and arranging payment.	Entering into or maintaining a contractual arrangement with you.	Legitimate interest is not used in these particular circumstances.
Keeping you updated.	Legitimate Interests	To respond to your enquiries and maintain an ongoing relationship with you.

When sharing your information with other suppliers.	Legitimate Interests.	We carry out repairs for a number of large insurance companies. Some have established arrangements with companies who can supply a hire car whilst yours is under repair. Information can be shared automatically. This helps to keep you mobile whilst your vehicle is off the road, it also allows the hire car to be returned as soon as your car becomes available.
For Staff Only - Recording Information about your health and well-being.	When required to do so by other legislation.	Legitimate interest is not used in these particular circumstances.

Information from third parties.

We do not purchase or acquire data from external sources.

Whom we share information with.

It may be necessary to share your personal information with specialist suppliers who we may use to assist us with a repair, with car hire companies on behalf of your insurer, to administer our accounts, or with a law enforcement authority if properly requested by them to do so. Otherwise we do not knowingly sell or share your personal information or transfer your data overseas.

The length of time your information is kept by us.

We will keep your personal information for no longer than is necessary. If you choose to end your relationship with us, we will delete your personal information as soon as it is reasonably practicable to do so, while taking account of our statutory obligations to keep certain types of records for a specific period.

Your rights.

You have a right to access your personal data and any such requests made to us shall be dealt with in a timely manner.

Your rights include:

- The right to be informed about the collection and use of your personal data. This is a key transparency requirement of the GDPR.
- The right to access to information held about you.
- The right to have inaccurate personal data rectified or completed if incomplete.
- The right to have personal data erased.
- The right to request the restriction or suppression of the processing of their personal data.

- The right to data portability.
- The right to object to the processing of their personal data in certain circumstances.
- Rights in relation to automated decision making and profiling.

Complaints.

You also have the right to lodge a complaint with the Information Commissioner Office who can be contacted via their web site www.ico.org.uk

The GDPR does not insist for requests to be made in writing, however it will assist us to manage your request more quickly if you were to use either email or letter, accompanied by some form of identification such as a copy of a passport or driving license. Your request should be directed to either our company address, or our Data protection Officer addresses listed below.

Ferguson West Ltd.
6 Harvest Way,
Hawkinge,
Kent
CT 18 7PE.
Telephone No 07920 840782
www.fergusonwest.co.uk
Email, fergusonwestltd@sky.com

In most circumstances no charges will be made. Information will be provided promptly and no later than 30 days following our receipt of your request.

Changes to this privacy notice

We keep our privacy notice under is reviewed every 12 months. This privacy notice was last updated in August 2019.