

Privacy policy.

Sussex Prestige Cars Privacy Policy

Updated: May 2018

Sussex Prestige Cars is committed to protecting and respecting your privacy.

This notice sets out the basis on which any personal data we collect from you or retain about you will be used by us.

The Regulation

The General Data Protection Regulation (“GDPR”) (Regulation (EU) 2016/679) is a new regulation that replaces the Data Protection Regulation (Directive 95/46/EC). GDPR aims to unify data protection legislation across EU member states, enhancing privacy rights for individuals and providing a strict framework within which commercial organisations can legally collect, retain and use personal information.

What information do we collect?

We will be the Data Controller of the personal data you provide to us. We'll only collect basic personal data about you, we do this so we can provide our services to you. We do not collect any special types of information. This does however include personal data such as name, address, email, phone number and sometimes house gate codes (where applicable – we will not ask for these, this is only applicable if you ask to give this to us).

Why do we need your information?

We need to know your basic personal data in order to provide you with a chauffeur service. We will not collect any personal data from you that we do not need to provide this service to you. Our business is to provide you with chauffeur services such as business trips, social trips, airport runs, home james service, prom services and wedding services. Using your information in this way is called our Legitimate Business Interest.

When we enter into a contract with you we need this data to provide the service to you. We also need to retain this data if you have an account with us and to fulfil future bookings. We will not contact you to sell our services, bookings come from you as and when you require them.

How do we collect your information?

We collect personal information about you in person, over email or over the phone upon initial booking. If further information is required then we may contact you separately to request this information.

We will tell you what information we hold, where it was sourced and the purposes for which we intend to store and process your information.

What do we do with your information?

All the personal data we collect is processed by our office team. All information you provide to us is stored on a secure database following the initial booking. If for any reason your personal information is transmitted to us via the internet we will do our best to protect your personal information, although we cannot guarantee the security of information transmitted to us directly and any transmission is at your own risk. Once we have received your information, we use strict security procedures and features to minimise and prevent unauthorised access.

All of the data we capture is stored on a secure database and is password protected. It is only accessible by authorised users and we deploy measures to prevent unauthorised access. Access to your information is only granted to approved and authorised users.

We do not share your information with any third parties unless we are booking a vehicle or driver for you outside of Sussex Prestige Cars – if this is the case you will be notified and authorisation must be given by you before we share your details. These external companies will have confirmed that they follow Data Protection Regulations prior to your information being shared.

How long do we keep it?

We understand our legal duty to retain accurate information and only retain personal information for as long as we need to for our legitimate business interests and that you are happy for us to do so.

Your information will be held under our legitimate interest, until we receive instruction to remove it. We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years for any contractual arrangement made as a result of an engagement, after which time it will be deleted.

We try to ensure the information we hold about you is accurate by:

* Enabling you to keep in touch with us so you can let us know of changes to your personal information.
* Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
* Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below). This will be subject to any legal obligations to retain records, in which case your data will be pseudonymised.
* Object to processing of your personal information where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground.
* Request the restriction of processing your personal information. This enables you to ask us to suspend the processing of your personal information, for example if you want us to establish its accuracy or the reason for processing it.

The criteria we use to determine whether we should retain your personal information includes:

* Our legal obligations.
* Whether a booking or engagement has taken place.
* Whether you have told us you want to be contacted with future information.

Due to legal obligations, we may archive part or all of your personal information or retain it on our financial systems only, deleting all or part of it from our main system. We may pseudonymise parts of your information, particularly following a request for suppression or erasure of your information. If your information is deleted we will have no record of you remaining.

What are your rights?

Our website and communications may, from time to time, contain links to or from the websites of our partner networks and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

You have various rights under the GDPR which include:

Make a complaint. In the first instance we would ask to you to contact us and register the issue, allowing us to respond within 14 days. If you are not satisfied with the response, we suggest you contact a supervisory body, which in the United Kingdom is the Information Commissioner’s Office.

If at any point you would like us to stop processing your data, then you can do so by emailing us, and we will action that request.

If at any point you believe the information we process on you is incorrect, you can request to see this information and even have it corrected or delete it.