

F W WALLACE LIMITED

GDPR PRIVACY POLICY (25.5.18)

F W Wallace Limited are committed to protecting personal data and have updated our processes in order to comply with the General Data Protection Regulation (GDPR). This policy will be updated as and when required should there be any changes to our processes.

Who we are?

F. W. Wallace Limited are a Vehicle Body Repairer who carry out repairs on accident damaged vehicles for Insurance companies, fleet management companies, individuals and businesses.

What information do we collect and how is it used?

We receive our information from yourself, your insurer, your business and Accident Management Companies. Personal Data that we may collect about you include:

- Your name and address - In order to contact you/collect your vehicle
- Your telephone numbers and email addresses - in order to contact you
- Your work address – in order to collect your vehicle during working hours
- Your vehicle details - In order to undertake repairs
- Your insurance company, policy number, claim number and excess amount - For invoicing and enquiries
- Your Driving Licence number - In order to supply courtesy cars
- Your bank card details - In order to supply courtesy cars

Some of this information will have been provided to us by yourself and other by your insurance/Accident management company, business, we need this information in order to provide our services to you. What personal data we collect from you is for you to decide however not having certain information may prevent us from serving you.

Who will your personal data be shared with?

We may disclose your personal data to third parties in connection with our business activities, including in the following circumstances:

- We may pass your personal information to third party organisations relating to your vehicle, for example your registration in order to order parts.
- We may pass personal data to external agencies and organisations (including the police and other law enforcement agencies) an example of this would be if there was a speeding fine whilst you have our courtesy car.
- We will pass your personal information to third party providers of insurance products that we offer only if you consent, an example of this is using our Non-Fault Scheme whereby we put them in contact with you in order to facilitate a non-fault claim.

Here at F. W. Wallace Limited we take your privacy seriously and will only use your personal data in order to provide the repair services you have requested from us. It will not be used for marketing purposes and your personal data will not be transferred to, stored or otherwise processed outside of the UK.

Our Website

When you visit our website there are 'cookies' in use, these only collect IP addresses that cannot be tied to users and therefore not personal data.

How do we ensure the security of your personal data?

Your data may be held in the following formats:

- Databases
- Emails
- Back ups
- Documents

This data is protected in the following ways:

- Passwords
- Limited access
- Locked filing cabinets/safes
- Shredding
- Firewall and Virus Checking
- Screen Saver
- Logging out of computers when not in use
- Staff Training

Should a security incident takes place, we would quickly establish whether a personal data breach has occurred and, if so, promptly take steps to address it, including telling the ICO if required

Your rights to access and amend your data

Under Article 17 of the GDPR individuals have the right to have personal data erased. This is also known as the 'right to be forgotten'. The right is not absolute and only applies in certain circumstances.

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please write or email us at the following addresses.

F. W. Wallace Limited
170 Fitzwilliam Street
Sheffield
S1 4JR

Email: info@fwwallace.com

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate, the timescale for responding will be within one calendar month.

How long do we keep your personal data?

We only keep your personal data for as long as it is necessary to and it will be deleted when no longer needed to comply with GDPR. Any data relating to invoicing will be kept for 7 years and then removed from our databases, this timescale is required for VAT purposes. Data relating to a prospective relationship for example a vehicle estimate sent by email and repairs not carried out will be deleted after one year.