



Privacy Policy

Effective Date: September 2024

HGV Mechanic North West Ltd ("we," "us," or "our") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you interact with us or use our services.

1. Information We Collect

We may collect the following types of personal data from individuals:

- **Personal Identification Information:** Name, address, phone number, email address, and other contact details.
- **Employment Information:** Job title, work location, and other details related to your employment (for employees).
- **Financial Information:** Payment details, such as bank account numbers for salary payments (for employees).
- **Vehicle Information:** License plate numbers and driving records, if applicable.
- **Technical Data:** IP address, browser type, and similar data if you use our website.

We collect personal data in the following ways:

- Directly from you when you contact us or provide information (e.g., completing forms or sending emails).
- Automatically through the use of cookies and other tracking technologies when you visit our website.

2. How We Use Your Information

We use personal data for the following purposes:

- To provide and manage our services, including mechanic and vehicle maintenance services.
- To communicate with you regarding your requests, bookings, and services.
- To process employee payroll, manage employee records, and comply with employment laws.
- To maintain internal records and comply with legal requirements.
- To improve our services, including analyzing the use of our website.

3. Sharing Your Information

We will not share or sell your personal information to third parties except in the following situations:

- **Service Providers:** We may share information with trusted third parties who assist in providing services to you (e.g., payment processors, IT services).
- **Legal Compliance:** We may disclose your personal information if required by law, regulation, or legal process, or to protect the rights, property, or safety of HGV Mechanic North West Ltd or others.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or part of our business, we may transfer personal data to the new owners.

4. Data Security

We implement appropriate technical and organizational measures to ensure the security of your personal information. We use encryption and secure servers to protect against unauthorized access, disclosure, or destruction of your data. However, please note that no method of transmission over the Internet or method of electronic storage is completely secure.

5. Your Data Protection Rights

Under data protection laws, you have certain rights regarding your personal data, including:

- **Right to Access:** You can request copies of your personal data.
- **Right to Rectification:** You can ask us to correct any inaccuracies in your data.
- **Right to Erasure:** You can request the deletion of your personal data where there is no legal basis for us to retain it.
- **Right to Restrict Processing:** You can request that we limit the processing of your personal data.
- **Right to Object:** You can object to the processing of your data in certain circumstances.
- **Right to Data Portability:** You can request that we transfer your data to another service provider in a structured, commonly used, and machine-readable format.

To exercise any of these rights, please contact us using the details provided at the end of this policy.

6. Retention of Data

We will retain your personal data only for as long as necessary to fulfill the purposes for which it was collected or to comply with legal obligations. Employee records will be retained as required by employment law.

7. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance your experience. Cookies are small data files that are placed on your device when you visit our website. You can control the use of cookies through your browser settings.

8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those websites, and we encourage you to read their privacy policies.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with the updated effective date. We encourage you to review this policy periodically to stay informed about how we are protecting your data.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal data, please contact us at:

HGV Mechanic North West Ltd

Wigan Investment Centre, Waterside Drive, WN35BA

Email: info@hgv-mechanic.co.uk

Phone: 01942 466651