

ukLANDROVERevents Privacy Policy

Our contact details

Name:	Colin Bell trading as ukLANDROVERevents .
	The business is also known by, and trades under the following names/styles: North Yorkshire Off Road Centre, UKL4x4, UKLparts
Office Address:	218 Cotswold Crescent, Billingham, TS23 2QN
Phone Number:	07787 555060
Websites:	The business operates a number of websites/domains, the main ones being: ukLANDROVERevents.com nyoffroad.co.uk UKL4x4.com UKLparts.com NewDefenderExperience.com OffRoadTraining.co.uk OnRoadTraining.co.uk Other web domains are also used, but do not form a core part of the business, and generally redirect to one of the sites listed above.
E-mail:	colin@ukLANDROVERevents.com
Policy Updated:	22 February 2021

The type of personal information we collect

We currently collect and process the following information:
(although not all data sets are required for all customer interactions)

Personal Information:	name, address, contact details
Driving Licence Data:	driving category entitlement & any endorsements
Vehicle Information:	registration number and details of your vehicle(s)
Sales/Bookings:	details of purchases and bookings you have made with us
Payment History:	details of payments made for products/services (but not confidential card or bank details)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Making a booking with us
- Making a purchase from us
- Subscribing to our newsletter

We also receive personal information indirectly, from the following sources in the following scenarios:

Driver & Vehicle Licensing Agency: We sometimes need to collect driving licence data to establish legal entitlement to drive, and details of any licence endorsements.

Driver & Vehicle Licensing Agency: We sometimes need to collect vehicle data to confirm specification of a particular vehicle in order to deliver our products or services.

We use the information that you have given us in order to process your bookings and administer purchases you may make from us, as well as to keep you informed about our products and services via our email newsletters.

We may share this information with Government agencies and/or law enforcement bodies if required to do so. We may also share limited data with our suppliers and trusted partners if we require them to deliver a product or service directly to you.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

Your consent: You are able to remove your consent at any time. You can do this by contacting data@ukLANDROVERevents.com

We have a contractual obligation: In order to provide services or products to you, both directly and via our suppliers and trusted partners.

We have a legal obligation: To provide certain services we have a legal obligation to establish your entitlement to drive.

We have a vital interest: It is necessary for us to understand your past relationship with us when providing ongoing services and/or products.

We have a legitimate interest: In order to offer useful and relevant information about future products and/or services that we believe may be of interest to you.

How we store your personal information

Your information is securely stored in our bespoke customer database.

We keep your personal information for as long as you are a customer or potential customer of ours. We will dispose of your information by deleting your customer records either when it becomes obvious you are no longer a customer or potential customer, or when you request to be removed from our records.

Your data protection rights

Under data protection law, you have rights including:

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| Right of access: | You have the right to ask us for copies of your personal information. |
| Right to rectification: | You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. |
| Right to erasure: | You have the right to ask us to erase your personal information in certain circumstances. |
| Right to restriction of processing: | You have the right to ask us to restrict the processing of your personal information in certain circumstances. |
| Right to object to processing: | You have the right to object to the processing of your personal information in certain circumstances. |
| Right to data portability: | You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances. |

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at data@ukLANDROVERevents.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint by writing to us at:

ukLANDROVERevents
218 Cotswold Crescent
Billingham
TS23 2QN

or by sending an email to us at: data@ukLANDROVERevents.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>