

WAX Fleet Ltd. Data Protection, Privacy & Cookie policies.

We are committed in protecting your privacy and maintaining the security of your personal information.

We strictly adhere to the requirements of the data protection legislation under EU General Data Protection Regulation (Regulation (EU) 2016/679).

GDPR

This privacy policy sets out how MAX WAX Fleet Ltd uses and protects any personal information that you give when you use this website and or book our services.

If we ask for information that enables you to be identified when using our websites, we will only use it in accordance with this privacy statement.

The GDPR gives specific rights to people regarding their personal data and duties to those collecting and processing it as follows:

For MAX WAX Fleet:

- The data must be collected lawfully and transparently
- It must be used only for the reason stated for its collection
- Data collection should be limited to that necessary data for the stated purpose.
- Data must be kept accurate and up to date
- Data must only be stored as long as necessary for the purpose for which it was collected.
- Data security and integrity must be maintained.

Individuals providing data to MAX WAX Fleet have the following rights:

- The right to be informed of the data held.
- The right of access to that data.
- The right to rectification of any incorrect data.
- The right to erasure.
- The right to restrict processing.
- The right to data portability.
- The right to object; and the right not to be subject to automated decision-making, including profiling.

This means we will request explicit consent when collecting and holding personal data and it will only be used for the specific purposes, as described below.

We will collect the following information:

- Your name.
- Contact information, including email address and telephone number.
- Geographic information such as address and postcode where the vehicle will be located.
- Geographic information such as your address and postcode for billing.
- Legally required information such as business or VAT number.
- Vehicle details such as make, model, age, mileage and colour.
- Facility provision access to power and water at the cars location.
- Past service history.
- Other information such as where you heard about us.
- Reviews and feedback on our service.
- Your card details to process the payment of our services over the phone.

We collect this information to provide you with our goods and services for the following reasons:

- To provide you with the goods and services you have ordered from us.
- Internal record keeping and accounting, including legal obligations such as VAT numbers.
- To improve our services.

If you follow us on third party platforms such as Facebook or Twitter, you will be relying on their data protection and not ours.

Managing your information

We do not pass any information we collect to anyone outside of MAX WAX Fleet Ltd. for any purpose, without exception, unless we are legally obliged to do so.

We undertake impact assessments for any new information streams or processing methods.

We store information electronically in our computer system, which has encryption, anti-virus and malware protection measures, and back-up facilities. Some information is stored remotely in the cloud.

We will archive information on people who have not been in touch with us for six years and destroy information on people who have not been in touch with us for more than ten years unless we are legally obliged to retain it.

Money Transactions using bank information

Where we receive payments by cheque, such details are recorded solely for the purpose of ensuring we have a complete record should the cheque become lost in the banking system.

We do take Payment via card over the phone conforming to Payment Card Industry Data Security Standards.

Security

We are committed to ensuring that any information you provide us is kept secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures that safeguard and secure any information we collect on-line.

If we become aware of a data breach, we will inform the Information Commissioner's Office (ICO) and also notify anyone we believe may have been affected.

Cookies

A cookie is a small text file stored by your browser that is used to hold information related to your visit to our website. It may include data that help us analyze web traffic.

Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Overall, cookies help us provide a better website. They enable us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can accept or decline cookies. Most web browsers automatically accept them, but if you prefer you can usually modify your browser setting to decline cookies. But this may prevent you taking full advantage of the website.

We use the information collected from these cookies to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. This information is used for statistical analysis purposes only. It is then removed from the system.

If you are unsure of how to disable cookies we suggest visiting the [aboutcookies.org](https://www.aboutcookies.org) website which offers guidance for most modern browsers.

Links to other websites

Our website contains links to other websites that you may find of interest. Please note that once you have used these links to leave our site, we do not have any control over the other website. We are not responsible for the protection and privacy of any information which you provide while visiting other websites.

Controlling personal information

You may choose to restrict the collection or use of your personal information in the following way:

Whenever you are asked to fill in a form on the website, tick only the boxes for which you are giving consent.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required to do so by law.

You may request details of personal information which we hold about you under the Data Protection Act 1998 and GDPR 2016/679.

If you would like a copy of the information held on you please write to us at MAX WAX Fleet Ltd, Unit 1, 27 South Western Hangar, Shoreham Airport, Shoreham By Sea BN435PA or contact us via email info@max-wax.co.uk.

If you believe that any information we are holding on you is incorrect or incomplete, please write or email us as soon as possible. We will correct any incorrect information as soon as we can.

You may ask us to remove all or part of the information about you and we will do so, confirm to you that we have done so and then hold a record to show that we have done this, which will therefore include your name and contact details for legal compliance reasons.

Amendments

If we change this policy, which we may do occasionally, this page will be updated as appropriate.