

Vehicle Benefits Privacy Notice

1. About us

Vehicle Benefits Ltd is a company registered in the UK with Company Registration number 06774820

Vehicle Benefits Ltd will be a data controller for any personal data it holds about you.

A data controller is an individual or organisation which decides how your personal data will be used. The data controller is referred to as “we”, “us” and “our” in this privacy notice.

If you require any further information, or wish to contact us or our Data Protection Officer at any time, our contact details are:

Address: Vehicle Benefits Ltd
 1 Oak Spinney Park
 Leicester
 LE3 3AW

Telephone Number: 03333 44 66 45

DPO Email: info@vehiclebenefits.co.uk

Customer Services: info@vehiclebenefits.co.uk

2. Who this privacy notice applies to

This privacy notice explains how we will use the personal data of:

- Anyone who applies for, or has vehicle breakdown cover services with us

Each such person is referred to as “you” and “your” in this privacy notice.

3. Why we are providing you with this privacy notice

Applicable Data Protection laws (including the General Data Protection Regulation 2016 and the Data Protection Act 2018), impose obligations on us as the data controller, when we collect or create, hold, amend, disclose, share or otherwise use or erase/destroy (collectively referred to as processing) your personal data and give you, as the data subject, rights over your personal data.

One such obligation is to process, (e.g. collect, hold, use or erase) your personal data fairly, lawfully and in a transparent manner. This privacy notice meets that obligation by explaining what personal data we will hold about you, how we will process your personal data, why we process your personal data and the lawful grounds on which we are processing it. It also sets out some of your legal rights.

We may change this privacy notice in the future. If we make any substantial and/or material changes and those changes materially affect you, we will inform you of any changes before they take effect.

4. How we obtain your personal data

We receive personal data about you from you.

5. The type of personal data we will have about you

We may process a variety of data about you, for the purposes set out in the “how We Will Use Your Data” section, including data about:

You as an individual

- Name, title, and address
- Other contact details including email addresses and telephone numbers
- Employer
- Vehicle details

Your preferences

- Whether you wish to receive marketing from us

6. How we will use your data

We will use your personal data to:

- Arrange breakdown cover for your vehicle(s)
- Ensure that we meet high standards of customer service, including monitoring calls and training staff
- Investigate and respond to complaints
- Offer renewal of Vehicle Breakdown cover

7. Call Recording

We may record and/or monitor telephone calls with you for the following purposes:

- for security, quality and/or training purposes;
- to confirm that we have complied with your instructions;
- to resolve or investigate any queries;

8. Marketing

We will ask you, when you provide us with your personal data, if you are happy for us to contact you by telephone, post, email or SMS about products and services offered by us and those of third parties which we think may be of interest to you. If you do not agree to this, we will not use your personal data for these purposes.

If, at any time, you change your preferences and either do wish to receive such communications or wish us to stop sending you such communications you can let us know by one of the following methods:

- email us at info@vehiclebenefits.co.uk

9. The legal grounds on which we will process your data

We will only process your personal data if we have a reason to do so that is legally permitted. When using your personal data for the purposes listed above, we are relying on one or more of the following legal reasons for processing that data:

- if you have consented to us processing personal data for one or more specified purposes.

10. Who we share your data with

We share some of your personal data with RAC Motoring Services and/or RAC Insurance Limited.

11. How long we will hold your data for

We will usually keep your personal data for 1 year after the expiry of your vehicle breakdown cover.

We may retain the data for longer where it is necessary for us to do so to meet our legal or regulatory obligations, for research or statistical purposes or technical reasons.

12. If you choose not to give us your personal data

You will need to provide us with the personal data we request, either to enable us to provide vehicle breakdown cover.

13. Your Legal Rights

You have a number of rights over your personal data processed by us. These include your rights to request:

- access to your personal data. You may request a copy of the personal data that we hold about you.
- accuracy of your personal data. You may request that we correct incomplete, inaccurate or outdated personal data. We take sensible steps to make sure that personal data is accurate, complete, and current. You can help us do this by notifying us of any changes to your personal data.

- transmission of personal data. You may request that we transfer personal data you have provided to us to you or to another person.
- erasure of personal data. You may request that we delete your personal data.
- that the processing of your personal data be restricted. You may request that our use of your personal data ends, is restricted or limited.

The extent of these rights are limited by law and we may not act on part or all of your request(s) where the right(s) are not applicable. If we do not act on your request, we will explain our reasons for not doing so when responding to your request.

If you require any further information about how we handle your personal data, or wish to make a request to exercise any of your rights under applicable Data Protection laws, please contact our Data Protection Officer.

14. Sending your personal data outside the United Kingdom and the European Economic Area

Your personal data will not be processed or transferred outside the United Kingdom and the European Economic Area.

If you require further information as to where your personal data is transferred to, and the measures we have implemented to safeguard that information, please contact our Data Protection Officer.

15. How to complain

If you are unhappy with the outcome of any of your requests to exercise your rights, or how we handle your personal data, then please contact us to let us know.

You are also entitled to complain to the Information Commissioner's Office:

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

Website: www.ico.org.uk

Tel: 0303 123 1113

Email: casework@ico.org.uk