

Quality Vehicle Contracts Limited T/As Fleetbuyer – Data Privacy Notice

The following data privacy notice explains the circumstances in which we will collect personal data from you, why it is being collected, how we will use it and to whom we might share it with if necessary.

The data controller

Quality Vehicle Contracts Limited T/As Fleetbuyer is committed to complying with UK Data Protection law and the EU General Data Protection Regulation (GDPR) for the protection of personal data. If you have any questions about this privacy notice or how we use your personal data, please contact our Data Protection Officer Steve Mercer:

In Writing:

Quality Vehicle Contracts Limited / Fleetbuyer (The Data Controller)
The Warehouse
Draper Street
Southborough
Kent
TN4 0PG

Registered in England number: 3436013

Registered Office: Hanover House, 18 Mount Ephraim Rd, Tunbridge Wells, Kent, TN1 1ED

By Phone: 01892 514471

By Email: dp@fleetbuyer.co.uk

What data is being collected and processed?

General enquiries

Should you make an enquiry for the use of our services, we will collect limited personal data including your name and contact details, these details will be used exclusively by us to deal with your initial enquiry and may be retained for the purpose of any future communications, these details will not be shared with any third party unless your enquiry results in you wishing to place an order with us.

Credit applications

Quality Vehicle Contracts Limited T/As Fleetbuyer is a broker and not a lender, therefore, should you wish to place an order with us, we will need to share your personal information with a third party or parties for the purpose of establishing a credit facility on your behalf, you will be asked to complete our credit application form with information which may include the following:

Personal applications:

Your full name and home address
Previous address history where current is less than 3 years
Date of birth
Marital status
Number of dependants
Email address and telephone numbers
Employment details
Income and expenditure
Bank details

Business applications:

Name and address of business

Name, address history and dates of birth for any sole trader, partners or directors

Business bank details

Email addresses and telephone numbers

Business financial information

Vat number

Such information will only be used for the intended purpose and with your explicit permission.

Direct Marketing Communications

If you have chosen to opt-in to our direct marketing communications, we will use your information to tell you about products and services available from us which may be of interest to you. We may also use your information to tell you about products and services which we can introduce from selected businesses.

You have a right to opt-out of our direct marketing communications at any time. You can opt-out by following the Unsubscribe instructions at the bottom of the communication or by emailing out@fleetbuyer.co.uk

Links to websites of other providers third parties

Please note that this data privacy notice only applies to Quality Vehicle Contracts Limited T/As Fleetbuyer.

How long will the data be stored for?

Where possible, Quality Vehicle Contracts Limited T/As Fleetbuyer will erase any personal data that is no longer necessary for the purposes for which it was supplied, or if you have withdrawn consent for its processing and retention.

As a rule of thumb, if you place an order with Quality Vehicle Contracts Limited T/As Fleetbuyer, we will store the data for a period of six years for compliance with our general legal obligations and for the defence of any legal claims.

GDPR gives you the right to 'block' or request the deletion or removal of personal data to prevent further processing. This right to erasure is also known as 'the right to be forgotten'. We will accommodate any requests to remove personal data in a timely manner, however, where deletion is not possible due to legal, statutory or contractual retention periods, or if it requires disproportionate efforts or prejudices your legitimate interests, the data will be blocked instead of deleted.

Sharing of data with other data controllers

Quality Vehicle Contracts Limited T/As Fleetbuyer take your privacy seriously and the information we hold about you is confidential. We only disclose such information to a third party when it is essential for the administration of the services which you have asked us to provide, examples of this may include:

Finance companies (Credit application)

Credit reference agencies (Prevention or investigation of fraud)

Supplying dealer/s (Ordering and delivery of vehicles)

Transport agents (Delivery or collection of vehicles)
Vehicle Manufacturer/s (To keep you updated on vehicle recalls or safety issues)

Credit reference agencies

In considering your application, our chosen finance company/s will search your record at credit reference agencies. They will add to your record details of any searches/your application and this will be seen by other organisations that make similar searches.

Information held about you by the credit reference agencies may already be linked to records relating to other people with whom you have a financial association. In connection with your application you may be treated as financially linked with them and assessed with reference to any such associated records. Searches may also be made in respect of directors and partners of firms applying for credit.

If you are a joint applicant or if you have told us of some other financial association with another person, or a director of a firm which is applying for a facility you are declaring that you are entitled to disclose information about your joint applicant, fellow directors and anyone else referred to by you and that we are authorised to search, link or record information at credit reference agencies about you and anyone else referred to by you.

The credit reference agency will use a credit scoring system when assessing your application. They will also add to your record details of your agreement, specifically the payments you make under it, any default or failure to keep to its terms and any change of address you fail to tell us about where a repayment is overdue.

These records will be shared with other organisations and will be used by them to help make decisions about credit and credit related services such as insurance for you and members of your household, trace debtors, recover debt and to manage your accounts. The credit reference agencies will also use the records for statistical analysis about credit.

You have a legal right to know the details of credit reference and fraud prevention agencies to whom we pass information about you. To obtain this information, please contact our Data Protection Officer on 01892 514471.

Fraud Prevention

If you give us false or inaccurate information and fraud (in any form) is identified, details will be passed to the fraud prevention agencies. We and other organisations may also share, access and use this information to prevent fraud and money laundering,

Protecting your privacy

To protect the personal data, which we collect from you, against accidental or deliberate manipulation, loss, destruction or the access of unauthorised persons, we will ensure that our technical and organisational security measures are constantly maintained and improved. Our employees, subcontractors and other support staff are obligated to observe confidentiality and data privacy.

We will only store your information on password protected computer systems with the most up-to-date firewall systems and treat the security of your information as if it were our own.

Breaches

If at any time we become aware that your data has been compromised, or that a breach of our systems and controls has occurred, which has an impact on the security of your data, we will notify the Information Commissioner's Office, and you, without undue delay.

Subject Access Requests

You have the right to request access to a copy of the personal information that we hold about you. Known as a 'Subject Access Request', this information is provided to you free of charge.

If you would like to submit a Subject Access Request, please contact our Data Protection Officer in writing to:

Data Protection Officer
Quality Vehicle Contracts Limited / Fleetbuyer (The Data Controller)
The Warehouse
Draper Street
Southborough
Kent
TN4 0PG

Email: dp@fleetbuyer.co.uk

We will respond to your request without delay and at the latest, within one month of receipt of your request.

Rectifying or updating personal data

If you believe the personal data we hold about you is inaccurate or incomplete, you have the right to rectification. If you inform us of any changes we will update the information which we hold and, where possible, we will also inform any third parties to whom we have disclosed the personal data in question so they can update their records.

We will typically respond to your request within one month.

Withdrawing Consent

You have the right to withdraw your consent for us to collect, process and store your data at any time. If you wish to withdraw your consent, please confirm this in writing to our Data Protection Officer:

Data Protection Officer
Quality Vehicle Contracts Limited / Fleetbuyer (The Data Controller)
The Warehouse
Draper Street
Southborough
Kent
TN4 0PG

By Email: dp@fleetbuyer.co.uk

The withdrawal of consent does not affect the lawfulness of processing based on consent before its withdrawal.

Right to complain

Should you have a complaint about any aspect of data protection or if you feel that we have breached your privacy in any way, we would ask you to contact us immediately to help us investigate and resolve your concerns, please contact our Data Protection Officer:

Data Protection Officer
Quality Vehicle Contracts Limited / Fleetbuyer (The Data Controller)
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If you are unhappy with the final response you have received from Quality Vehicle Contracts Limited T/As Fleetbuyer, you have the right to complain to the supervisory authority, the Information Commissioner's Office (ICO) within three months of your last meaningful contact with us. You can call the ICO on 0303 123 1113 or by visiting their website: <https://ico.org.uk/>.

Changes to the Privacy Policy

Due to the further development of our website, government regulations or the implementations of new technologies, this policy will be reviewed, and may change, from time to time. Quality Vehicle Contracts Limited T/As Fleetbuyer reserves the right to change this data protection information at any time with effect for the future. The revised policy will be posted to this page so that you are always aware of the information we collect, how we use it and under what circumstances we disclose it. We therefore recommend you read the current data protection information again from time to time.

Last updated: 24 May 2018

Date of Next Review: November 2018