



DATA PROTECTION

We take your privacy very seriously and will only use your personal information to administer your account and provide the Club Membership, products and services that you have requested.

To enable us to take the necessary steps to enter into a contract with you to provide the appropriate club membership, products and services we collect the following information:

- Your First Name, Surname, Address, Postcode, Date of Birth, email address, phone number.
- Details about any claim or treatment being made under the agreement or membership.
- Details of any complaint should there be a need to make one.

If you do not wish for us to collect this information, we cannot offer you this product or Club membership as it is necessary for the performance of the contract; this is our main legal basis for processing your personal data.

Any personal information provided by you may be held by us in relation to your Club Membership, product or service. It may be used by our staff in making a decision concerning your Club Membership, product or service and for the purpose of servicing the Club Membership, product or providing the service, assessing claims or treatments and resolving complaints. Information may be passed to other service providers for these purposes. Information may also be passed to the The Motor Ombudsman, HMRC, auditors and others who have a legal requirement to see it to honour a legal obligation. We will check your details with fraud prevention agencies. If you provide false or inaccurate information and we suspect fraud, we will record this.

We may also use generic personal information to assist us in Club Membership, product or servicing development and pricing. We and other organisations may use these records to:

- help make decisions on the agreement or membership and any claims or treatments, for you.
- trace debtors, recover debt, prevent fraud.
- check your identity to prevent money laundering, unless you furnish us with satisfactory proof of identity.

Under Data Protection legislation, you can ask us in writing for a copy of certain personal records held about you. A charge may be made for this service.

We may contact you by letter, email or phone during the life of the agreement or membership and/or the course of any claim or treatment and at the conclusion of the claim or treatment to complete any customer satisfaction surveys.

If you have agreed to, we may make your details available to other specially accepted companies to use for their own marketing purposes, if at any time in the future, you would prefer us not to do this, please let us know.

We will take the following measures to ensure that personal information kept is accurate:

- We will check each new application against any existing customer records.
- Where relevant, on anniversary dates or renewal dates, we will write to ask for any updates.



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HOW LONG DO WE KEEP YOUR DATA?

We will keep your personal data for as long as is necessary for the purpose for which it was originally collected.

To ensure the financial integrity of our records held in our databases, we will retain your personal data within those systems indefinitely unless it is deemed unlawful to do so.

Where information has been created based on the data held in those databases, for example reports, documents and spreadsheets, we will retain those records for no longer than seven years from the date that your last claim or treatment on the agreement or membership was settled or twelve years after the expiry date of your agreement or membership. Our rights relating to your personal data

YOUR RIGHTS RELATING TO PERSONAL DATA

Our obligations to you:

We are obliged to provide you with information on any actions that we have taken in response to any of the following requests.

- Right to have access to your personal information.
- Right to have your personal data corrected or removed if it is inaccurate.
- Right to have your personal data deleted from our systems.
- Right to restrict the processing of your personal data.
- Right to object to the processing of your personal data for communications and marketing.
- Right to have your personal data transferred to another company.
- Right to lodge a complaint with the regulator and/or seek a judicial remedy.

We will respond to you within one month of the receipt of a request unless the number and complexity of the requests made is deemed sufficiently high in which case, we may extend this time by a further two months. We will inform you if we need to make use of this additional time and why we need to do so.

We will not charge you for responding to any of these requests unless it can be demonstrated that you are making an excessive amount, of repetitive requests or that your request is not based on fact, realistic considerations. In this exceptional case, we may charge you a reasonable fee or choose to refuse your request.

If you disagree then you may raise your concerns with the Information Commissioner's Office. <https://ico.org.uk/concerns/>

To assist us in responding to these requests, we may ask you to verify your identity to make sure that we do not give your personal data to the wrong person, update your data with details you did not provide or take action on your data that you did not request.

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RIGHT TO HAVE ACCESS TO YOUR PERSONAL INFORMATION

You have the right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of your personal information, please email us at complaints@theautoup.co.uk or write to the Data Protection Officer at TAG Warranties Limited, Unit 8 Abbots Business Park, Primrose Hill, Kings Langley, Hertfordshire, WD4 8FR.

RIGHT TO HAVE YOUR PERSONAL DATA CORRECTED OR REMOVED IF IT IS INACCURATE

You have the right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of your personal information, please email us at complaints@theautoup.co.uk or write to the Data Protection Officer at TAG Warranties Limited, Unit 8 Abbots Business Park, Primrose Hill, Kings Langley, Hertfordshire, WD4 8FR.

RIGHT TO HAVE YOUR PERSONAL DATA DELETED FROM OUR SYSTEMS

You can request that we delete your personal data from our systems if you believe that:

- We no longer need to process your personal data in order to provide you with appropriate Club Membership benefits, products and services; or
- We no longer need to process your personal data in order to process any claims or treatment you make; or
- We have processed your personal data in a manner which you believe is unlawful; or
- We have to delete your personal data to comply with another piece of legislation.

We may choose to refuse your request if we believe that:

- We have a legal obligation to keep your data; or
- It is required for the purposes of processing outstanding agreement or membership claims or treatments; or
- It is required for establishing or defending a legal claim or treatment.

If you disagree then you may raise your concerns with the Information Commissioner's Office.
<https://ico.org.uk/concerns/>

RIGHT TO RESTRICT THE PROCESSING OF YOUR PERSONAL DATA

You can request that we temporarily halt the processing of your personal data if you believe that:

- We should not process your data whilst we are in discussions with you regarding a disagreement over the accuracy of your personal data; or
- We have processed your personal data in a manner which you believe is unlawful but rather than wanting us to delete your data you would prefer us to take another course of action to rectify your issue; or

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- We no longer require the data but you do not wish us to remove it from our systems as you require it for establishing or defending a legal claim or treatment.

If such a restriction is put in place, then we will not process your data without informing you first that the reason for the restriction has been lifted.

Exceptions to this are that we can continue to process your data as follows:

- Storing your data or;
- Using it for processing any guarantee claims that you have made; or
- Using it for the purposes of establishing or defending a legal claim or treatment; or
- Using it for the protection of the rights of another person.

If you disagree then you may raise your concerns with the Information Commissioner's Office.
<https://ico.org.uk/concerns/>

RIGHT TO HAVE YOUR PERSONAL DATA TRANSFERRED TO ANOTHER COMPANY

You have the right to receive a copy of the personal data that you have provided to us, that we process using our computer systems, in a format that can be read by another person's or company's computer system. You have the right to transfer the copy of your personal information or can request that we do it for you, where it is technically feasible for us to do so.

This right of transfer can be refused if we feel that it would adversely affect the rights of another person. If you disagree then you may raise your concerns with the Information Commissioner's Office.
<https://ico.org.uk/concerns/>

RIGHT TO LODGE A COMPLAINT WITH THE REGULATOR (INFORMATION COMMISSIONER'S OFFICE) AND/OR SEEK A JUDICIAL REMEDY

If we do not take action on your request within one month of its receipt and do not provide you with reasons why then you may lodge a complaint with the Information Commissioner's Office. <https://ico.org.uk/concerns/>

If you believe that the way we have processed your personal data is not keeping with current Data Protection legislation, then you may lodge a complaint with the Information Commissioner's Office.
<https://i-co.org.uk/concerns/>

If you believe that your rights under current Data Protection legislation have been infringed as a result of the way that we have processed your personal data, then you may seek a judicial remedy via the courts.
<https://ico.org.uk/for-the-public/compensation/>