

The Auto Group – Privacy Policy

This Policy describes the information we process to support The Auto Group and other products and features offered by The Auto Group.

What kinds of information do we collect?

To provide The Auto Group Products, we must process information about you. The type of information we collect depends on which Products you purchase. Details on how to access and delete information that we collect are outlined in this document.

Things that you and others do and provide.

- Information you provide. We collect the information you provide when purchasing our Products, communications and other information you provide when you use our Products.
- Your usage. We collect information about how you use our Products, such as the number and details of claims made for failed components to your vehicle.
- Things others do and information they provide about you. We also receive and analyse content, communications and information that other people provide when they use our Products. This can include information about you, such as when repairers share information relating to a failure to your vehicle.

How do we use this information?

We use the information that we have (subject to choices you make) as described below, and to provide and support The Auto Group Products and related services described in The Auto Group Terms and Road Rescue Terms. Here's how:

- Information across The Auto Group Products. We connect information provided by you when signing up to different Products and Services to provide a more tailored and consistent experience on all The Auto Group Products you use. For example, we can recommend you purchase other Products we offer based on your vehicle details or personal wants and needs. We can also make this process more seamless, for example, by automatically filling your registration information (such as address and vehicle details) from one Auto Group product when you sign up for an account on a different Product.
- Location-related information. We use location-related information – such as your current location, where you live and the businesses you're near – to provide, personalise and improve our Products for you.
- Communicate with you. We use the information that we have to send you marketing communications, communicate with you about our Products and let you know about our Policies and Terms. We also use your information to respond to you when you contact us.

How is this information shared?

Your information is shared with others in the following ways:

Sharing with third-party partners

We work with third-party partners who help us provide and improve our Products. We don't sell any of your information to anyone and we never will. We also impose strict restrictions on how our partners can use and disclose the data we provide. Here are the third parties that we share information with, provided the outlined Product or Service is purchased by you:

- Road Rescue (Lantern Recovery) – if the Road Rescue add-on is purchased;
- Premfina – if the Products purchased are to be paid as part of a finance agreement;
- TAG Insure Ltd
- KeyCare – if the Key Protection add-on is selected.
- Revive- Smart repair specialist

Partners offering goods and services in our Products.

When you buy something from a seller in our Products, the seller can receive your public information and other information that you share with them, as well as the information needed to complete the transaction, including shipping and contact details.

Law enforcement or legal requests.

We share information with law enforcement or in response to legal requests in select circumstances.

What is our legal basis for processing data?

We collect, use and share the data that we have in the ways described above:

- As necessary to fulfil The Auto Group Terms & Conditions and the Terms & Conditions of the Third Party Partners outlined above;
- Consistent with your consent, which you can revoke at any time through the process outlined below;
- As necessary to comply with our legal obligations;
- As necessary for our (or others') legitimate interests, including our interests in providing an innovative, personalised, safe and profitable service to our users and partners, unless those interests are overridden by your interests or fundamental rights and freedoms that require protection of personal data.

How can you exercise your rights provided under the GDPR?

Under the General Data Protection Regulation, you have the right to access, rectify, and delete your data. Learn more about these rights and find out how you can exercise your rights by contacting The Auto Group directly. You also have the right to object to and restrict certain processing of your data. This includes:

- The right to object to our processing of your data for direct marketing, which you can exercise by choosing not to opt-in at the point of sign up, and
- The right to object to our processing of your data where we are performing a task in the public interest or pursuing our legitimate interests or those of a third party.

Data retention and deletion

We store data until it is no longer necessary to provide our services and The Auto Group Products or until your policy is requested to be cancelled by you – whichever comes first. This is a case-by-case determination that depends on things such as the nature of the data, why it is collected and processed, and relevant legal or operational retention needs.

When you delete your policy, we will delete the information provided by you at the point of sign up, such as address and contact information. Information that is shared with Vehicle Selling Dealerships or Repairers, such as information regarding any claims assessed for your vehicle, will be retained.

How do we respond to legal requests or prevent harm?

- In response to a legal request, if we have a good-faith belief that the law requires us to do so. We can also respond to legal requests when we have a good-faith belief that the response is required by law in that jurisdiction, affects users in that jurisdiction and is consistent with internationally recognised standards.
- When we have a good-faith belief that it is necessary to: detect, prevent and address fraud, unauthorised use of the Products, breaches of our Terms or Policies, or other harmful or illegal activity; to protect ourselves (including our rights, property or Products), you or others, including as part of investigations or regulatory enquiries; or to prevent death or imminent bodily harm. For example, if relevant, we provide information to and receive information from third-party partners about the reliability of your account to prevent fraud, abuse and other harmful activity on and off our Products.

Information that we receive about you (including financial transaction data related to purchases made with Facebook) can be accessed and preserved for an extended period when it is the subject of a legal request or obligation, governmental investigation or investigations of possible breaches of our Terms or Policies, or otherwise to prevent harm. We also retain information from accounts disabled for term breaches for at least a year to prevent repeat abuse or other term breaches.

How will we notify you of changes to this policy?

We'll notify you before we make changes to this Policy and give you the opportunity to review the revised Policy before you choose to continue using our Products.

How to contact The Auto Group with questions?

If you have questions about this Policy, you can contact us as described below. We may resolve disputes that you have with us in connection with our Privacy Policies and practices through The Motor Ombudsman. You can contact The Motor Ombudsman through its website.

The data controller responsible for your information is TAG Warranties Ltd t/a The Auto Group.

What we ask of you

Please help us keep our information reliable and up-to-date

- please give us accurate information.
- please tell us as soon as possible about any changes to your personal information.
- please tell us if you notice mistakes or inaccuracies in the information we have about you.

Website Visitors

Information Collected

The information that we collect about you will depend on how you use our website.

Public area of our website

Within the public area of our website, then our system will record the date and time of your visit, the pages viewed and any information downloaded. Our systems will not record any personally identifiable information when you are browsing the public area of our website.

However, if you complete our contact form and submit the information to us for processing, then this will be recorded to allow us to respond to your enquiry.

Customer or dealer area of our website

If you have customer or dealer access to our website, the information that you enter on the various pages within the customer or dealer area will be collected by us if you submit the information to us for processing. Additionally, within this area audit snapshots are also taken for audit and regulatory purposes.

Use of Cookies

During browsing of our website, we use our own and third-party cookies (a file stored on your computer).

A cookie is a small text file placed on your computer by our web server, this can later be retrieved by our web server to save you from having to re type certain information.

Cookies are frequently used on web sites and you can choose if and how a cookie will be accepted by configuring your preferences and options in your browser (Internet Explorer / Google Chrome / Firefox etc.).

However, turning off cookies for our website will mean that certain areas of our website will not be accessible or function correctly.

More information on our Cookie Policy can be found [here](#).

How we handle e-mail

We will preserve the content of any e-mail that you send to us, if we believe that we have a legal requirement to do so. Your e-mail message content may be monitored by our employees for security purposes. Additionally, our response to you may also be monitored for quality assurance issues.

Disclosure of Information

We do NOT collect and pass on any information you give us to ANY third-party, other than to our partners who have a legitimate reason to be passed that information. i.e. to provide or fulfil service obligations where that service is provided by the third-party.

Apart from passing information to legitimate third-parties for service fulfilment, then all other information which you disclose to us will only be used for our own customer service and administration purposes.

As a customer of The Auto Group you will find that we are secure, reliable, and discreet.

Acceptance and changes to our Privacy Policy

You acknowledge and accept that your use of this web site indicates your acceptance of the The Auto Group's Privacy Policy.

This is the current Privacy Policy dated 20th May 2018 and replaces any other Privacy Policy for this web site and The Auto Group.

The Data Controller

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