

Motofix Group Customer Data Privacy Notice

See www.motofix-arc.co.uk for our contact details

1.1 Summary Statement

Motofix Group are committed to protecting your personal data and do not pass any of your data to marketing or data mining companies.

For the purposes of repairing the vehicle, Motofix are given some or all of the data listed below. We may subsequently ask for extra information when we speak to you if it has not been provided to start with. Some of this data may be passed to a third party (for example car hire suppliers or Accident management companies managing the claim via a CAPS link) strictly on the basis of it being required to complete the repair. We only retain your personal information for as long as necessary in line with our warranty length and business and legal reasons.

1.2 Data Received and Used to Complete the Vehicle Repair

We will collect personal information from you directly or we will be passed your personal information from one of our work providers. We only collect information that is necessary to perform our contract with you.

Some or all of the following personal data may be requested

- Name and title
- Home address
- Work address
- Other collection or delivery addresses specified by the policy holder or vehicle driver
- Contact telephone numbers
- Email address
- Policy Holder date of birth
- Nationality
- Policy or claim reference number
- Vehicle Registration
- Driving licence details
- Any existence of driving offences
- Personal information provided on call recordings
- Credit card details
- Repair Order ID
- Document Type
- Total Loss Indicator
- Estimate Completed Date and Time
- Vehicle Arrival On Site Date and Time
- Target Completion Date and Time

If you decide to provide another person's details, you confirm that those persons are aware that you have provided their data to Motofix Group and furthermore that they consent to Motofix Group and/or relevant companies storing, transferring (where necessary) and using their data for the purposes for which you provided such data.

1.3 Call recording and monitoring

We may record any telephone call you make to our sites.

- To ensure our customer services are met
- For training purposes

1.4 CCTV

We record CCTV footage at all our repair sites for the purposes stated

- Prevention or detection of crime disorder
- Apprehension and prosecution of offenders
- Interest of public and employee Health and Safety
- Protection of our property, assets and employees

All cameras are located in prominent positions within public view

1.5 Where the Data is Held

Motofix use dedicated Claim Management Software for the entire repair process and the data is entered and stored on this system for the purpose of completing the repair only. Occasionally data is stored in spreadsheet format using the registration number and claim identifier to allow cross reference if further personal details are required.

1.3 How Long the Data is Held

Where there is an associated paint, parts or workmanship guarantee, the details of the repair need to be kept. Courtesy car, financial data and associated invoice data must be kept for 6 years. Once the data is no longer required, information on the management system is archived anonymously and paper documents are destroyed.

1.4 What are your Rights as a Customer

As a customer, you are entitled to ask for details of your personal information held by Motofix or by the party managing your claim. You can further ask for inaccuracies to be corrected, for the processing of data restricted or for the data to be deleted.

If you ask for any of the above, we will forward the request to your insurer or accident management company who will get in touch with you. Motofix will be able to comply with the requirement, provided that there is no legal or other overriding reason for us to keep the records.

1.5 Motofix Website

The Motofix website uses google analytics to identify data about web page traffic and improve our website in order to tailor it to customer needs. In no way does this tracking gives us access to your computer or any information about you.

Changes to this Policy

This Customer Privacy Notice is subject to change and we advise you to check every so often. Where possible we will contact you directly to inform you of any changes.

Revision History

First Issued on 19/08/2019
Reissued 24/10/2019
Reissued 04/11/2021