

PRIVACY POLICY

OUR CONTACT DETAILS

Name

Hazelbank Motors Ltd

Address

Lynn Road, Oban, Argyll, PA34 4PL

Phone

01631 566 476

Email

enquiries@obancarhire.co.uk

The type of information we collect

We currently collect and process the following information:

Customer Names and Addresses.
Customer email addresses.
Customer Telephone Numbers –
Landlines and Mobile.

Customer Financial Information,
where appropriate.
Customer Driving Licence Details,
where appropriate.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Vehicle Purchases
- Self Drive Hire
- Finance Applications

We use the information that you have given us in order to:

- Process applications for finance when requested through one of our finance providers
- For invoicing purposes – e.g. car sales and hire drive
- Update DVLA records

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting Mr Iain Coates
- We have a contractual obligation.
- We have a legal obligation.
- We have a vital interest.
- We need it to perform a public task.

How we store your personal information

Your information is securely stored.

We will hold paper copies of any information for a period of no more than seven years and all expired records will be disposed of securely. All paper records are kept within a locked office and we keep all digital records on password secured computers to which only authorised staff have access.

Your data protection rights

Under data protection law, you have rights including:

Your right of access

You have the right to ask us for copies of your personal information.

Your right to rectification

You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure

You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing

You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing

You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability

You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Hazelbank Motors Ltd, Lynn Road, Oban PA34 4PL, Telephone 01631 566476, or email enquiries@obancarhire.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Hazelbank Motors Ltd, Lynn Road, Oban PA34 4PL, Telephone 01631 566476, or email enquiries@obancarhire.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>