

## Privacy Notice

### **Who We Are**

Manor Car Hire Limited (*'we' or 'us' or 'our'*) gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Our registered office is at Victoria House, 488 Knutsford Road, Latchford, Warrington, WA4 1DX and we are a company registered in England and Wales under company number 06536489. We are registered on the Information Commissioner's Office Register; registration number ZA190321, and act as the data processor when processing your data. Our designated Appointed Person in relation to Data Protection is Andrea Parry, who can be contacted at Manor Car Hire Limited, Unit 3, Webster Court, Carina Park, Warrington, WA5 8WD or by email at [andrea@manorcarhire.co.uk](mailto:andrea@manorcarhire.co.uk).

### **Information That We Collect**

We process your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

#### ***The personal data that we collect is: -***

- Name
- Date of Birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Mobile Telephone Number
- National Insurance Number
- Driver's Insurance Details, (*Company details and policy number etc*)
- Driver's License Number

#### ***We collect this information in the following way: -***

All of the above information which we require in order to provide our service to you is received in email format from the Insurance Company or Broker you will have contacted following your incident.

### **How We Use Your Personal Data**

Manor Car Hire Limited takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing

you with promotional offers and marketing, you are free to withdraw this consent at any time. The purposes and reasons for processing your personal data are detailed below: -

- *We collect your personal data in the performance of a contract and to provide a service, ensuring that the delivery and/or collection of vehicles is fulfilled and any necessary repair works are co-ordinated by ourselves, on your behalf.*

### **Your Rights**

You have the right to access any personal information that we process about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

### **Sharing and Disclosing Your Personal Information**

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. We use third-parties to provide the below services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

#### **Organisation that we may share your information with:-**

##### **Hyway Logistics**

We use Hyway Logistics to deliver your hire vehicle to you and if required, to collect your vehicle and deliver to the designated garage for repairs to be undertaken.

For more information on Hyway Logistics, please visit their website [www.hywaylogistics.co.uk](http://www.hywaylogistics.co.uk)

Manor Care Hire Limited

### **Pro Driver**

We use Pro Driver as an alternative logistics firm, again to deliver hire vehicles to you and if required, to collect your vehicle and deliver to the designated garage for repairs to be undertaken.

Their website address is [www.pro-driver.co.uk](http://www.pro-driver.co.uk)

### **Lloyds (Manchester) & Lloyds (Liverpool)**

Lloyds Autobody offer autobody repair services and we may use this organization to carry out repairs to your vehicle, dependant upon the make of your vehicle.

Their website address is [www.lloyds-autobody.com](http://www.lloyds-autobody.com)

### **Road and Race Restoration**

Road and Race are an autobody repairer whom we may use to carry out repairs on your vehicle, depending on the make.

For further information, their website is [www.road-and-race.com](http://www.road-and-race.com)

### **Personal Preference**

In many cases, you or your insurer/broker may wish to nominate your own garage to which your vehicle should be sent for repair. We are happy to work to this specification, however, due to the large number of garages available, it is impractical for us to list them all for the purpose of this Privacy Notice.

### **Safeguarding Measures**

Manor Car Hire Limited takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, *including* restricted access, IT authentication, firewalls and anti virus software.

### **Transfers Outside the EU**

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. Manor Car Hire Limited does not transfer or store any personal data outside the EU.

### **Consequences of Not Providing Your Data**

You are not obligated to provide your personal information to Manor Car Hire Limited, however, as this information is required for us to provide you with our services, we will not be able to offer some or all our services without it.

Manor Care Hire Limited

### **How Long We Keep Your Data**

We only ever retain personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed.

### **Special Categories Data**

Owing to the services that we offer, we are not required to collect special category data about you, such as health, religion or medical information.

### **Lodging A Complaint**

Manor Car Hire Limited only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Manor Car Hire Limited  
Andrea Parry  
Unit 3, Webster Court  
Carina Park  
Warrington  
WA5 8WD

Email Address: [andrea@manorcarhire.co.uk](mailto:andrea@manorcarhire.co.uk)