

Privacy Policy

The Policy

This privacy policy sets out how we gather, use, hold, share, disclose and protect (“process”) any personal information that you give to us when you use Balmoral Garage. By continuing to use Balmoral Garage you are accepting this policy.

Some personal data information is essential to Balmoral Garage functioning and our supplying a service to you. If you do not wish to allow us to process your data then you will not be able to use our services.

Useful contact details and a summary of the control you have over your personal data can be found at the end of this policy.

Who we are

Saint Roques Automobile Co Ltd trading as Balmoral Garage is based in Blairgowrie, Perth & Kinross. A Ford Authorised Repairer, Balmoral Garage supply new and used Ford and non-Ford vehicles; operate a Service Department; MOT testing station (Station Number 3872A1) and Parts Department.

The trading company operates from one site at Balmoral Garage, Balmoral Road, Blairgowrie, PH10 7AB.

The parent company head office is Balmoral Garage, Balmoral Road , Rattray, Blairgowrie PH10 7AB. Company Registration Number: 11871.

Our Commitment

Balmoral Garage is fully committed to handling customer and employee data in accordance with data protection legislation and best practices. This means your information will be:

1. Processed lawfully, fairly and in a transparent manner.
2. Collected for specified, legitimate and appropriate purposes.
3. Only collected so far as required for our lawful purposes.
4. As correct and up to date as reasonably possible
5. Kept for a reasonable length of time and stored in accordance with retention policies.
6. Processed to ensure the appropriate level of security.

Compliance

In processing personal data, we will comply with relevant legislation in force from time to time in the UK. We may change this policy, without notice from time to time by updating this policy as we improve our service to you and as relevant Data Protection legislation comes into force. Your personal information will continue to be held in accordance with our policy as it develops. We will not reduce your rights under this policy without your explicit consent.

Legal Basis for Processing

Likely Processing

We gather data on two groups

I. the non-registered viewer of our website in which our services are described (“Viewer”)

II. those making enquiries for test drives and for other information (“Enquirers”)

III. our Customers applying for finance or other applications (“Customers”)

- Where you are merely a Viewer we will normally only gather data indirectly but might also do so directly if you i) request further information from use ii) engage with us on social media as examples.
- Where you are our Enquirers or Customers we will gather data indirectly and directly.

Lawful Basis

We are required to process your personal data in a lawful, fair and transparent manner.

Personal information is only processed where we understand there is a lawful basis to do so. Processing of data is necessary for us to meet our legitimate interests as a Ford dealership. Examples of these processing activities’ are listed but not limited to:

- General administration for maintaining our client database
- Corresponding with clients in respect of delivery of services
- Providing clients with technical information/advice about goods and services
- Necessary to perform a contract or take steps at your request to enter in to a contract

Customer contact is deemed within both the customer’s interest and Balmoral Garage’s legitimate interest in the following purposes:

Vehicle Sales

- Contact for the purposes of advice in regards to vehicle lease and options available
- Contact for the purposes of advice in regards to Hire Purchase agreement conclusion and options available
- Contact for the purposes of advice in regards to PCP agreement conclusion and options available

Aftersales

- Vehicle recalls and Field Service Actions, where safety may be affected
- MOT test reminders where legality may be affected
- Service reminders where safety or warranty may be affected
- Safety checks/Extended maintenance, i.e timing belt change where safety may be affected

It is the policy of Balmoral Garage that customer contact is primarily made for the purposes of advice and not the marketing of products. Items checked during these maintenance intervals can be safety critical and could affect overall condition if left unchecked or not maintained correctly. In extreme cases, this could lead to failure and potential injury of vehicle occupants or other road users. It is also likely the vehicle's value or warranty will be affected. Therefore there is a legitimate interest between Balmoral Garage and the data subject.

NOTE: In cases where a customer has expressed they do not wish to be contacted we shall honour this and not contact, even in consideration of the above.

Consent – where you are a Viewer you will be accepting our cookie policy in order to continue to view how our services operate. We detail below the extent of indirect use of data which is anonymised and is not designed to identify you individually.

Contract – where you are Customers inquiring about obtaining finance or entering into a contract with us in, or during the process of registering with us, we process data necessary to answer your enquiry and process your account in order to provide you with these services. Our service may include being in contact with you as follow up even after your initial question has been answered, to maintain your registration with us including carrying out verification checks.

Legitimate Activities – where we are required to store or use information for legal purposes, for example where you are requesting a test drive or we are following up a vehicle purchase with MOT reminders or you have been a Customer for contractual purposes as above, we do so as part of our legitimate activities as a lawful business.

Data Controller and Processor

Balmoral Garage makes the decisions concerning how personal data through Balmoral Garage is processed. Accordingly we are the Data Controller for your personal information. Therefore we should be your first point of contact.

Balmoral Garage uses a third party, Autoweb.co.uk Ltd, to help power its website and Customer contact management system. This provides you with an improved service and better user experience. They process your personal information as set out in this policy and they do so under our direction. Accordingly they act as a Data Processor. Should you have any concerns about this please do not hesitate to contact us.

Balmoral Garage's Website Anonymous Tracking

Some personal data may be processed by us when you are merely browsing Balmoral Garage.

Cookies

You can choose to accept or decline cookies from our website.

A cookie is a small file which is placed on your device when you visit a website. The file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies help us provide you with a better website by tailoring the

website operations to your needs and to respond to you as an individual user such as identifying which pages you find useful and which you do not. Such a cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and does not identify you individually.

Merely by browsing our website, Balmoral Garage tracks your use so that we can offer you a better user experience relating to your navigation habits. This helps us analyse data about social media traffic and improve Balmoral Garage in order to tailor it to the needs of our customers.

Website Tracking Technology

Our website uses tracking technology to help us to analyse user behaviour. Google Analytics is an example of this technology. It is an analysis service by Google Inc., 1600 Amphitheatre Parkway Mountain View, CA 94043, USA. Google Analytics allows us to analyse the use of our website application usage.

The information about your visit collected by Google Analytics is usually transferred to a Google server in the USA and saved there. Google will use the information collected on behalf of the application operator to evaluate the users' use of the application, to compile reports about the users' activities within this application, and to provide further services for the application operator related to the use of the application.

You can find more information about what data can be collected via Google Analytics at [Google Analytics Support](#)

By using the website, the user explicitly consents that his or her information is collected via Google Analytics.

What we might collect

What information do we collect?

Personal Data: This may include data such as name, contact details (including mobile and home telephone numbers, home and business addresses and email address), digital copies of physical and electronic correspondence and the link between you and your vehicle.

Sensitive Data: These forms of information, such as sexual orientation, race, religion, politics and genetics have no relevance or influence on our services and are therefore neither collected, nor recorded.

Balmoral Garage collects the following types of information.

- identification of your past and current use of Balmoral Garage
- technical information from your device to enable it to interact with our system

- information about your visits including page response time, pages visited, methods of browsing and similar

Direct Information Gathering

Some personal data may be processed by us when you have requested a product or service from us, whether as part of an agreement to purchase from us or merely requesting further contact from Balmoral Garage.

Risk and Personal Data

Please note that sending information over the internet is not completely secure and we cannot guarantee the security of your data while it is in transit. Any data you send is at your own risk. Please do not include sensitive personal data sent over the internet.

What we might collect

- Name
- Contact information including postal address, email address and telephone contact details depending on the service you are requesting
- Demographic information such as post code and location
- Other information relevant to your existing car, vehicle and price preferences, driving licence status, availability
- Interest in customer surveys and/or offers

Compilation of Data

In order for the vehicle search function on Balmoral Garage to operate, it is essential that we hold onto and connect data together to identify you and your preferences. This will include location data, your name and similar information, demographic information (for example the number of seats required), price or finance options.

Location Data

We use a third party provider to recognise and populate postcode searches. Holding of this data including search histories is held in accordance with the privacy policies of these third parties. We use our reasonable endeavours to ensure that such policies will not diminish your rights. We do not link historical searches with your name.

Financial Information

If you are requesting a finance option on-line then we will redirect you to a third party provider's website. They will have their own privacy policy that you will need to consider when supplying information to them. You should assure yourself that you are content with their policy as you will be supplying sensitive data to them. Please note that we do not control these third parties and cannot take responsibility for their handling of your personal financial information.

Testimonials

We would be delighted if you would provide us with testimonials of your great experiences with us. We will review these before placing them on our marketing literature including our website and will only use your first name or an assumed name if you so wish. Should you wish for your testimonial to be removed please let us know using the contact details provided below.

Customer Experiences

We may also keep data to record the appreciation shown by a customer and their experiences. This is for internal purposes to enable us to check that we continue to provide an excellent service. If the record is initiated by us then we will anonymise it, using only first names.

Should the record be initiated as a result of a request or complaint by you then only essential information relating to the issue will be kept and in that event for no longer than [3] months unless you request otherwise. After [3] months we may retain information showing the fact of the request or complaint for training purposes but the information will be anonymised.

What we do with the information we gather

We take different types of information from you. Processing of anonymous data is either stored on your device and not accessed by us (e.g. cookies) or informs our statistical analysis on website and page use (e.g. traffic cookies, Google Analytics).

Processing of your personal information involves a number of different actions depending on why you have supplied us with information:

Storage

How do we store your information securely

Personal information is processed by our staff at Balmoral Garage, Blairgowrie, UK. Information is stored digitally on our Dealer Management System, Gemini Evolution DX with a secure backup server situated on site and further cloud backup maintained by CCN Limited, Perth. Password protected access is required and only given to specified staff. Hard copy invoices, job cards and other contractual items retained on site are stored in locked and secure cabinets, accessed only by specified staff.

The information we hold about you may be stored outside the European Economic Area in order to process your data.

From our website traffic your personal information is held securely by Autoweb. They would not normally view or use your personal information unless there is an issue with the use or security of holding your data.

In normal circumstances your information is held by Balmoral Garage for a maximum of 12 months or indefinitely if you have opted in or there is another basis for holding your data

Anonymous Tracking

We use anonymous tracking to:

- to customise our website according to your preferences and tastes
- to improve how we display information on our products and services on our website for your benefit and in keeping with your device
- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep our site safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

Initial Response

We require your personal information to handle our initial response with you. To improve your customer experience, and based on feedback we receive, we may vary from time to time the types of information we ask for. Common types of information we ask for might include:

Location Data: we take your location details in order to inform you where we are located closest to you and how you can travel to us. This will also inform us of where your local dealer is and enable us to further handle your personal information accordingly.

Vehicle search: the data we compile from you relating to your vehicle searches enable us to provide you with immediate search results automatically generated. Further compilation of your data is likely to be done by your local dealer when reviewing an expression of interest by you in order to make further suggestions. Such further searches maybe intuitive rather than automated.

Brochure Requests: we take your name and address to accurately send to you our latest sales brochure.

Test Drives: we take your name and address to enable you to come and test drive one of our cars. In addition we may require you to supply beforehand information related to your lawfully being allowed to test drive one of our cars. We may need to hold this information for an extended period for legal reasons in order to deal with any complaints that arise from the test drive or to supply to our insurance company. Details other than your name and address will be kept differently.

Finance Application: we don't take your personal financial details but direct you to a third party who will take a number of details concerning your financial status. We

work closely with this third party but we are not the same company and you must assure yourself that you are content with their privacy policy.

Do we share personal data with third parties?

Generally, we do not receive information about you from third parties. Generally, we would only receive information from referrers, such as existing customers or business partners, particularly Ford Motor Company.

This will typically be your name and contact details but may include additional information which they provide to us. We will process this information to take steps to gain your consent to enter into a contract for us to provide you with our goods and or services or where we have a legitimate interest.

The following is a list of the main third parties with whom we may share personal information. Whenever we share personal data, we take all reasonable steps to ensure it will be handled appropriately and securely by the third party. This list is indicative but not exhaustive:

- **Service providers;** as with most businesses we use a number of third parties to provide us with services which are necessary to run our business, including vehicle manufacturer, telephone provider, e-mail provider, IT and web developer
- **Independent contractors;** occasionally, we may use independent contractors. It may be necessary for us to share information from time to time but ONLY when it is required for them to perform the function we have hired them for.
- **Insurers;** We will share information with our insurers where it is necessary to do so, in relation to a claim or potential claim.
- **For legal reasons;** If we suspect criminal or potential criminal conduct we are duty bound to contact the appropriate authority, such as the police.
- **Enforcement of our legal rights;** We may use your information in connection with enforcement of our legal rights, for example sharing information with Debt Collection agencies if you do not pay amounts owed to us under contractual obligation. It may also be necessary if we are involved in a dispute with you or a third party.

Third party companies we may share information with, indicative list but not exhaustive:

- Ford Motor Company
- Aviva Insurance
- Gemini Systems
- Motor Ombudsman

The above companies all conduct business according to their own privacy policies.

How long to we retain your information

The periods for which we retain information depends on the purpose for which the information was obtained, but in general terms, we will retain data for as long as required by law or as may be required for record keeping and legal claim purposes.

How do we store your information securely

Personal information is processed by our staff at Balmoral Garage, Blairgowrie, UK. Information is stored digitally on our Dealer Management System, Gemini Evolution DX with a secure backup server situated on site and further cloud backup maintained by CCN Limited, Perth. Password protected access is required and only given to specified staff. Hard copy invoices, job cards and other contractual items retained on site are stored in locked and secure cabinets, accessed only by specified staff.

Future Marketing

- depending on your consent we may periodically use your contact details to send you promotional emails or texts about new products, special offers or other information which we think you may find interesting using the contact details which you have provided
- depending on your consent to contact you, using your contact details, for market research purposes
- depending on your consent, supply of your contact details to third parties for use with related marketing messages

Your data will be initially held with Autoweb for up to 30 days from date of enquiry and then deleted. Marketing data is accessible separately from other information we might have relating to you.

Request for Deletion of information

If you have provided your consent to receive future marketing messages then we will hold this information until you indicate that you no longer wish to receive messages from us.

If you contact us to indicate that you no longer wish to receive messages from us we may store that indication centrally.

Contracts with you

We would not normally use information obtained via our website to finalise contracts with you. Such information will be held in separate records. In the event that such personal information is used to enter into contracts with you it will be transferred and its accuracy checked in that process. Should such data be used to assist in purchases made with you then that information may be held as part of our accounting records held by us for compliance purposes. Only data sufficient for these purposes will be held and this data will be held securely and is kept separately and only for the purposes of tax compliance.

Business Purchase or Sale

Please note that if the business were to be sold or transferred or we were to purchase another business, your data will be transferred with it but only as part of the business as sold or transferred. Your personal information may be disclosed to a prospective buyer or seller of such business.

External Sites and Social Media

When you connect to or from Balmoral Garage using external websites please be careful to check whether the external site is one controlled by us (usually our social media spaces on platforms such as Facebook, Twitter or LinkedIn) or those used by third parties. We cannot control the information practises of other companies and organisations that might advertise, display, link to, or offer to obtain our goods or services for you. We cannot take responsibility for, cannot control and this policy does not cover spaces on the internet not controlled by us.

Linking to other websites

Similarly our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Note also that third party cookies might be downloaded onto your device as a result of your use of this website, for example if you were to send information to or from this website to your social media account your account may require the use of such cookies to enable this transfer to take place. These cookies are not under our control and we disclaim any responsibility for the acts of third party cookies.

Posting Comments & Social Media

Please note that if you choose to post comments on this website or via our social media accounts containing personal data we cannot accept responsibility for the use or misuse of such data by others who have access to such posts and we suggest that you consider carefully before posting any such data. Please note that we may review tracking data generated by social media providers such as Facebook for measuring how useful our social media presence is for you.

Social Media Data Gathering

We employ technology to help us identify when you might have encountered us through social media or to send you targeted marketing messages relating to products we have to offer during your social media experience. The use of this technology does result in our holding your personal contact details and likes and dislikes. We do not categorise this information based on what the law describes as “sensitive personal data”.

Facebook as an example of Social Media Integration

Balmoral Garage integrates with different social media to the benefit of communicating with you. In order to explain how some social media works we have set out below one example of how your data is used in this case by Facebook. Other

social media use your data in different ways and you should review the privacy policy of each provider should you be concerned.

USA. Facebook is used to share activities on Facebook and to get Facebook information about Balmoral Garage users. An overview of Facebook integrations and social plugins can be found here: <http://developers.facebook.com/docs/plugins/>.

When users enable the Facebook connection in their settings, the Facebook integration establishes a connection between a user's device and the Facebook server. Thereby, Balmoral Garage receives information about the user.

When users invite friends via Facebook, the Facebook integration establishes a connection between a user's device and the Facebook server. That allows the user to gain information about his or her friends via Balmoral Garage. Balmoral Garage as the provider of Balmoral Garage does not receive any of this information.

When users share their information on Facebook and when they invite friends via Facebook, the Facebook integration establishes a connection between a user's device and the Facebook server. Thereby, the user links information on Balmoral Garage to his or her Facebook account. That allows Facebook to correlate a user's usage of Balmoral Garage with the corresponding user's Facebook account. Balmoral Garage as the provider of Balmoral Garage does not have any knowledge of the future data usage by Facebook. Users can find more information on that issue in the privacy policy of Facebook at: [Facebook Privacy](#)

Users have to actively enable the Facebook connection in their Settings in order to be able to share information on Facebook and invite friends via Facebook. If users do not want Facebook to gain information on their Balmoral Garage usage or if they don't want Balmoral Garage to gain information about them via Facebook, they should leave the Facebook integration disabled as it is in the default settings. Once enabled, users can disable the Facebook connection again in their Settings at any time.

By activating the Facebook connection in his or her settings, the user explicitly consents to the information exchange described in this section. Any data arising from the use of Facebook will be located outside the EEA and subject to transmissions between the EEA and elsewhere.

Controlling your personal information

Your Rights

Data Protection legislation gives you certain rights to control of your personal data. These are:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability

7. The right to object

8. Rights in relation to automated decision making and profiling

Further information on these rights can be obtained from the UK Information Commissioner whose website is at: ico.org.uk

We fulfil these rights in the ways set out below however we do reserve our right to continue to process your data or refuse your requests as set out in relevant legislation.

Privacy Policy

By detailing the information we gather and process in this Privacy Policy.

Cookies

You can choose to accept or decline cookies from our Website. Most web browsers automatically accept cookies, but you can modify your browser setting to decline cookies if you prefer. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and cookies via these links:

- [Chrome](#)
- [Firefox](#)
- [Internet Explorer](#)
- [OSX Safari](#) / [iOS Safari](#)
- [Edge](#)

However, if you block cookies, you will not be able to use all the features on our website and may not be able to use our platform.

Consent

You have control over the information you supply to us whether by:

- i) consent gained from your continuing to browse our site, or
- ii) your explicit consent by completing a contact form whether for requesting [a test drive, requesting a brochure seeking finance], or
- iii) your explicit consent to further processing to send you ongoing marketing material concerning our [cars, offerings and services], or
- iv) by your contacting us about your personal information as described below.

Consent for the direct purpose for which you supply your data will be inferred from the situation in which you give this information. If you choose to withdraw your consent to the processing of your personal information at any time then you should inform us in writing using our contact details below.

Data Requests

You may request details of personal information which we hold about you under the relevant Data Protection legislation in force at the time (a “Data Subject Access Request”). If you would like a copy of the information held about you, please email us.

Data Breach

Should we become aware of a compromise of your information then we will notify you, those affected and the ICO as soon as practicable and within the 72-hour requirement. We will provide details of what information may have been obtained and advise you of any recommended actions

Deletion requests can be made in writing to the contact details set out in the ‘contact information and further advice’ section. As per ICO guidelines we aim to complete all requests within 28 days.

Children’s Privacy

We do not knowingly contact or collect information from persons under the age of 17. In some cases, for example whereby a Motability recipient is below the age of 18, we will endeavour to collect the information from the “Appointee” wherever possible.

Changes to our privacy policy

We keep this notice under regular review and may update as and when the need arises.

Contact information and further advice

If you have any questions that are not covered in this notice, we suggest you e-mail us at victoria@balmoralgarage.co.uk. If you would prefer to submit questions in writing you can contact us at GDPR Data Controller, Balmoral Garage, Balmoral Road, Blairgowrie, PH10 7AB.

A hard copy of this document is available on site or can be requested in writing to the above addresses.

Complaints

In the first instance we seek to directly resolve all complaints about how we handle personal information. However, you also have the right to lodge a complaint with the Information Commissioner’s Office as below:

The Information Commissioner’s Office – Scotland

45 Melville Street

Edinburgh

EH3 7HL

Email – Scotland@ico.org.uk

Website – <https://ico.org.uk/concerns>

Lawful Disclosure by Us

Please note that you hereby provide your consent and in any case we may be required to disclose your data to lawful authorities for the prevention of crime or regulatory purposes or a court as such court requires. In some circumstances we may not be permitted to inform you that we have made such a disclosure.

Contact Details

Balmoral Garage is the trading name of Saint Roques Automobile Co Ltd whose registered office is at:

Balmoral Road, Rattray
Blairgowrie
Perthshire
PH10 7AB

Our contact email address is sales@balmoralgarage.co.uk Our address and contact for written correspondence is

Balmoral Road, Rattray
Blairgowrie
Perthshire
PH10 7AB

Any Data Subject Access Request should be made to the following email address sales@balmoralgarage.co.uk