

Privacy Policy

This garage website is managed by The Motorists Organisation Ltd (TMO) trading as Book My Garage (BMG) TMO are the data controller for this website.

We take the privacy of your information very seriously. We are committed to protecting and respecting your Personal Data. Our privacy policy below explains how we will collect and use the information you give us when making a booking or using the Website. We may vary this policy from time to time and the current version will be that published on this site. The word 'we' refers to TMO, unless otherwise indicated.

What information do we collect?

From time to time, you will be asked to submit personal information about yourself in order to receive or use services on our platform. The information may include: name, email address, contact phone number, postal address.

We do not collect or request Sensitive Personal Data from you such as credit card or bank details.

We collect and store vehicle registration numbers, booking and MOT details.

Users aged 16 years and under

If you are 16 or under you must have permission from a parent or guardian before you give us personal information. If we find that we have received information from you without the appropriate consent, we reserve the right to cancel all transactions and services and remove all personal data that you have supplied. You will be able to re-submit the information when you have the required permission.

How do we collect information from you?

We ask you for information about you when you use our platform, email or call us, for example when you want or make a booking over the garage website or when you ask to be reminded of a search you have made on our platform.

How will your personal information be used by TMO?

We will only use your information for the purposes that you would reasonably anticipate or that we state when we collect it.

We will use information collected when you make a booking on our platform:

- to ensure that the service you have asked for is correctly delivered and managed.
- to maintain your account on BookMyGarage where you have created one.
- to ask you to review the service you received. You are under no obligation to respond to this invitation.
- to respond to any online chat requests you make.

With your consent, we may use information collected:

- to contact you about our products and services that we think may be of interest to you.
- to provide you with reminders when your car's next service or MOT is due.

Where do we store your data?

Your data will be stored and processed securely within the EU.

Your data may also be transferred, stored or processed outside the EU; where this is the case, we will ensure to the best of our ability that the data is stored securely and in accordance with EU data protection principles, for example by using providers within the EU-US Privacy Shield programme. By submitting your information, you agree to this transfer, storing or processing.

Who Do We Share Your Personal Data With?

We will not sell, rent or lease your data to third parties.

When you make a booking or make an enquiry including but not restricted to the entry of a registration number, we share this data and where required to make a booking any personal information you have provided with a garage. We may share your registration number with third parties. The garage receiving either the registration data or personal data is responsible for handling your information in accordance with the law. We remind all garages subscribing to our platform of their responsibilities to you. By submitting your registration number and any personal data to us, you consent to such transfers taking place.

With the exception of garages we may share your personal data with service providers, suppliers and sub-contractors working on our behalf for the purposes of completing tasks and providing services to you on our behalf. Where we use third-party service providers or other suppliers we will have in place agreements that require them to keep your data secure and not to use it for their own marketing purposes.

We may transfer your personal information and car registration number to a third party as part of a sale of some or all of our business and assets to any third party, or if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our customers. In such case, we will take steps to ensure that your privacy rights continue to be protected.

In any event where your personal data is shared with a third party, you shall be notified by us of who your personal data has been transferred to and for what purpose.

How Long Do We Keep Your Data?

When you create an account on BookMyGarage, we retain your personal data until such time as you close your account or the personal data which we have collected from you is no longer required in order to perform the action or supply the service which you originally requested. We will delete or anonymise your personal data within a reasonable period of such circumstances.

Cookies

Like many other providers, our platform uses cookies. Cookies are small pieces of text data sent from a platform and stored on your browser. This allows our platform to recognise you when you visit the site again. They are used to collect statistical information about visits to our platform, or to remember your preferences from previous visits. Cookies do not store personally identifiable information.

If you refuse a cookie it may prevent the proper operation of the site or even prevent your access to certain areas.

For more details, please see our [Cookie Policy](#).

Links to other platforms

Our platforms may contain links to other sites outside the group. BookMyGarage is not responsible for the privacy and security of these sites. This privacy policy applies only to this platform and garage website.

Your Responsibilities

If you communicate with us by email over the Internet you should be aware that the nature of the Internet is such that unencrypted communication may not be secure and may pass through several different countries en route to us. Please do not email us with confidential or sensitive information such as your credit card details. We

cannot accept responsibility for unauthorised access to your information that is outside our control.

When you create an account on BookMyGarage, you should use a password that provides an adequate level of security. You are responsible for keeping your password safe, and we ask you not to share your password with anyone.

We do not have access to your password, but if you lose it you may ask us to reset the password on your account.

Your Rights

You have a right to access your personal information, to object to the processing of your personal information, to rectify, to erase, to restrict and to port your personal information.

You can choose whether you wish to receive information from us. If you do not wish to receive direct marketing from us, you may indicate your consent (or otherwise) on the pages where we collect the information, in your account, or by emailing us at info@bookmygarage.com

How to access your personal information

If you believe that any of the data we hold about you is incorrect or being misused or want further information you may contact us at the below address:

The Data Controller, The Motorists' Organisation Ltd, 1000 Lakeside, North Harbour, Portsmouth, PO6 3EN

Policy Date

We review our Privacy Policy regularly. This Policy was updated on 14th May 2020.