

## PRIVACY POLICY

SY Services are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. The data controller is SY Services.

### **INFORMATION WE MAY COLLECT FROM YOU**

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by corresponding with us by phone, e-mail or otherwise. The information you give us may include your name, address, e-mail address and phone number.

### **USES MADE OF THE INFORMATION**

We use information held about you in the following ways:

- **Information you give to us.** We will use this information:
  - to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, and services that you request from us;
  - to notify you about changes to our service;
- **Information we collect about you.** We will use this information:

for internal operations, including troubleshooting
- **Information we receive from other sources.** We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).
- **Website.** We may collect data on our website via our contact form, in order to carry out your requests. We do not add your data to marketing lists, however we may contact you from time to time to improve our service to you and advise when your vehicles may be due for MOT or service.
- **Website Cookies** are small pieces of data stored on a site visitor's browser, usually used to keep track of their movements and actions on a site.
- In accordance with the GDPR, we must inform our site visitors that we are using cookies on our site.
- There are two types of cookies: **Session (Transient) cookies:** These cookies are erased when you close your browser, and do not collect information from your computer. They typically store information in the form of a session identification that does not personally identify the user.
- **Persistent (Permanent or Stored) cookies:** These cookies are stored on your hard drive until they expire (i.e. they are based on a set expiration date) or until you delete them. These cookies are used to collect identifying information about the user, such as Web surfing behaviour or user preferences for a specific site.

- The following cookies are added to our website by our website provider (Wix)

Cookie name	Life span	Purpose
svSession	Persistent	Identifies unique visitors and tracks a visitor's sessions on a site
hs	Session	Security
XSRF-TOKEN	Session	Security
smSession	Persistent (Two weeks)	Identifies logged in site members
TSxxxxxxx(where x is replaced with a random series of numbers and letters)	Session	Security
TSxxxxxxx_d (where x is replaced with a random series of numbers and letters)	Session	Security
RequestID	Session	Track visitor behavior and measure site performance

**DISCLOSURE OF YOUR INFORMATION**

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may share your information with selected third parties including:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them and you, such as our accountant or admin team.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

- If SY Services or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce any other agreements; or to protect the rights, property, or safety of SY Services, our clients, or others.

#### **WHERE WE STORE YOUR PERSONAL DATA**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. SY Service will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to us; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

#### **YOUR RIGHTS**

We do not use your data for marketing purposes. However, you have the right to ask us not to process your personal data for marketing purposes. We will usually inform you before collecting your data if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to remove your data at any time by contacting us at [stuart@syservices.co.uk](mailto:stuart@syservices.co.uk).

#### **ACCESS TO INFORMATION**

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

#### **CHANGES TO OUR PRIVACY POLICY AND DATA RETENTION**

Any changes we may make to our privacy policy in the future will be available on request and, where appropriate, notified to you by e-mail. We need to keep your data to satisfy our legal obligations such as HMRC, however will only keep your data for as long as necessary to provide the best service to you. We will remove your data after three years from the last engagement with you.

#### **CONTACT**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [stuart@syservices.co.uk](mailto:stuart@syservices.co.uk)