

## MRE Services Privacy Notice

MRE Services takes your privacy seriously and are committed to protecting and respecting your personal information.

### How do we collect your personal information?

When you book a service/repair by telephone, email or contact form online, you provide us with your personal contact details being name, address, phone numbers, email addresses and the caravan CRIS number is recorded on the service sheet.

When you use our websites, cookies are used for analytics

When our carefully selected business partners supply your details for warranty work or repairs.

### How we will use your personal information

The personal information you provide is used to perform the services requested, administrative and accounting purposes and forms part of the contract between MRE Services and you.

### Who has access to your information?

All personal information is only accessed by MRE Services personnel, held securely at our trading premises.

MRE Services does not sell on your information.

The only time it would be passed on would be to caravan manufacturers for warranty purposes. This information is already held by the manufacturer/s.

### Security procedures in place

All paperwork is securely held at MRE Services trading office.

Electronic records are kept on computers and can only be accessed by the owner and office staff of MRE Services.

Appropriate security is in place to protect computers. Any personal information on paperwork is securely shredded after use or after the accounting period set out by HMRC.

### How can you access and update your information?

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

The right to request a copy of the personal data we hold about you;

The right to request that we correct any personal data if it is found to be inaccurate or out of date;

The right to request your personal data is erased where it is no longer necessary to retain for HMRC purposes;

The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);

The right where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;

The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purpose of scientific/historical research and statistics).

#### How long do we keep your information?

Your personal information is kept as part of the contractual and accounting records for the period necessary for this purpose. This information is archived.

Any changes we may make to our privacy policy in the future will be updated on our website

MRE Services

May 2018