



**SNIKREP AUTOCARE
POLICY & BUSINESS DOCUMENT PACK
TERMS OF BUSINESS
BOOKING & CANCELLATION POLICY
PRIVACY POLICY**

VERSION 1.2

**ISSUE DATE: 24 OCTOBER 2026
REVIEW DATE: 24 OCTOBER 2027**

CONTACT DETAILS

SNIKREP AUTOCARE

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SNIKREP AUTOCARE

TERMS OF BUSINESS

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Snikrep Autocare

91 Excelsior Way
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Telephone: [01509 351062](tel:01509351062)

Email: info@snikrepautocare.co.uk

Website: www.snikrepautocare.co.uk

These Terms of Business apply to services supplied by Snikrep Autocare to consumers and, where applicable, business customers.

By accepting a quotation, making a booking, instructing Snikrep Autocare to begin work or allowing work to proceed, the customer agrees to these Terms of Business.

These Terms of Business should be read alongside Snikrep Autocare's Booking and Cancellation Policy, applicable quotations, work authorisations and any information provided before a booking is confirmed.

If there is any inconsistency between these Terms of Business and another business policy, these Terms of Business will take priority unless expressly agreed otherwise in writing.



1. Bookings and Customer Information

Customers must provide accurate and complete information reasonably required to arrange and carry out a booking, including:

- Name
- Contact details
- Vehicle registration number
- Vehicle make and model
- Vehicle location
- Details of requested work
- Known faults, warning lights and symptoms
- Any modifications or non-standard equipment

The customer must ensure the vehicle is legally and safely accessible at the agreed location.

A safe, legal, reasonably level and suitable working area with sufficient space around the vehicle must be provided.

Any keys, locking wheel nut keys, security devices, security codes or other items reasonably required to carry out the work must be made available.

The customer, or an authorised representative aged 18 or over, should be available during the appointment where reasonably required.

Customers will normally be provided with a one-hour estimated arrival window.

Arrival times remain estimates and may be affected by traffic, weather conditions, emergency breakdowns, previous appointments, parts availability and circumstances outside Snikrep Autocare's reasonable control.

Snikrep Autocare will make reasonable efforts to notify customers of significant delays.



2. Estimates and Quotations

An estimate is an approximate indication of cost based on the information available at the time.

A quotation is based on the information supplied, anticipated labour requirements and expected parts requirements.

Labour calculations may be based on recognised manufacturer standard repair times, industry labour guides, technician experience and the practical requirements of carrying out work safely and correctly.

Actual labour time may vary due to:

- Corrosion
- Seized components
- Previous repairs
- Access restrictions
- Additional faults
- Vehicle condition
- Other circumstances outside Snikrep Autocare's reasonable control

Quotations remain valid for 14 days unless otherwise stated.

Quotations remain subject to parts availability and supplier price changes.

No additional chargeable work will be carried out without customer authorisation.

3. Diagnostics and Fault Finding

The standard diagnostic charge is £60 and covers up to one hour of diagnostic investigation.

Diagnostic charges cover:

- Technician time
- Technical information



- Diagnostic equipment
- Testing procedures
- Professional judgement and experience

Snikrep Autocare does not replace parts solely at a customer's request.

Customer opinions, fault-code scans, online research or diagnoses provided by third parties do not constitute confirmation that a particular component has failed.

Snikrep Autocare reserves the right to carry out its own inspections, tests and diagnostic procedures before recommending or replacing any component.

Fault codes alone do not necessarily identify a failed component.

Payment of a diagnostic charge does not guarantee that every fault can be conclusively identified during the initial appointment.

Further faults may become apparent during diagnosis, testing, repair or subsequent use of the vehicle.

Additional authorised diagnostic time will be charged at the applicable labour rate.

Attendance and diagnostic work do not guarantee that a vehicle can be repaired or returned to service during the appointment.

4. Authorisation of Work

Work may be authorised:

- Verbally
- By telephone
- By email
- By SMS
- By WhatsApp
- Through social media messaging
- In writing



- Through another agreed communication method

Approval provided by telephone, recorded call, electronic message or written communication will be treated as authorisation to carry out the agreed work.

The person authorising work confirms that they are the registered keeper, vehicle owner or otherwise have authority to approve work and incur associated charges.

5. Parts and Materials

All parts used by Snikrep Autocare must be sourced and supplied by Snikrep Autocare.

Parts may consist of genuine manufacturer parts, OEM-quality parts or reputable aftermarket components depending on availability, suitability and customer requirements.

Snikrep Autocare will use reasonable care when identifying and sourcing suitable parts.

Parts supplied but not yet fitted remain the property of Snikrep Autocare until payment has been received in full.

Removed parts will normally be disposed of unless the customer requests to retain them before work begins.

Exchange, surcharge or warranty-return parts may not be available for customer retention.

Special-order parts, electrical components and non-returnable items may not be eligible for refund once ordered unless faulty or required by law.

6. Customer-Supplied Parts

Snikrep Autocare does not fit customer-supplied parts under any circumstances.

Customers must not purchase or supply parts for fitting by Snikrep Autocare.

Diagnostic, attendance, labour, cancellation or unsuccessful attendance charges may remain payable where customer-supplied parts are presented.



7. Labour Charges and Service Rates

Current standard rates are:

- Standard Labour Rate: £55 per hour
- Out-of-Hours Labour Rate: £75 per hour
- Initial Diagnostic Investigation: £60 (up to one hour)
- Same-Day Breakdown/Non-Start Attendance: £80
- Consumables and Environmental Charge: £5 per invoice

Normal business hours are:

Monday to Friday, 09:00 to 17:00

A minimum labour charge of one hour applies.

After the first hour, labour is charged in 0.05-hour increments (3-minute intervals).

Where multiple jobs are completed during a single appointment, labour will be combined and charged according to the total labour time.

A fixed Consumables and Environmental Charge of £5 will be added to every invoice.

This charge contributes towards consumables, cleaning products, protective materials, waste disposal, environmental compliance costs and materials used in providing mobile vehicle maintenance and repair services.

8. Payment

Unless agreed otherwise in writing before work begins, payment is due immediately upon completion of the work.

Accepted payment methods are:

- Card payment
- Bank transfer

Cash payments are not accepted.



Invoices issued electronically are payable immediately upon receipt unless alternative payment terms have been agreed in writing.

Deposits or advance payments may be required for:

- Special-order parts
- High-value parts
- Larger repairs
- Out-of-hours appointments
- Same-day breakdown attendance
- Other circumstances explained before booking confirmation

Where parts have been ordered specifically for a customer and cannot reasonably be cancelled, returned or reused, the customer may remain responsible for reasonable costs incurred.

Snikrep Autocare reserves the right to decline future bookings, repairs, diagnostics, servicing, recovery or towing services where previous invoices remain unpaid.

Customers are encouraged to raise concerns directly with Snikrep Autocare before initiating a chargeback or payment dispute where reasonably possible.

9. Failed Appointments and Unsuccessful Attendance

An unsuccessful attendance charge may apply where:

- The customer is unavailable
- The vehicle is unavailable
- Access to the vehicle cannot be obtained
- The customer cannot be contacted
- Incorrect address details have been provided
- Materially incorrect vehicle information has been supplied
- Required keys, wheel nut keys or security information are unavailable



- Customer-supplied parts are presented
- The location is unsafe or unsuitable
- Work cannot proceed because of circumstances within the customer's reasonable control

Charges normally apply as follows:

- Within approximately 10 miles of Sileby: £40
- Between 10 and 15 miles of Sileby: £50

Where the customer is present, payment may be collected by card.

Where the customer is not present or cannot be contacted, an electronic invoice may be issued and payment will be due immediately upon receipt.

10. Mobile Working Conditions

Snikrep Autocare is a mobile vehicle repair business.

Work may be refused, postponed, suspended or stopped where conditions are unsafe or unsuitable.

This includes:

- Unsafe roadside locations
- Motorways
- Live carriageways
- Dangerous verges
- Heavy or fast-moving traffic
- Severe weather conditions
- Inadequate lighting
- Unstable or excessively sloped ground
- Hazardous environments
- Excessively contaminated vehicles



- Aggressive, abusive or threatening behaviour

Snikrep Autocare reserves the right to decline work where it would be unsafe, technically inappropriate, outside equipment limitations, beyond insurance restrictions or contrary to professional judgement.

11. Same-Day Breakdown and Non-Start Attendance

The same-day breakdown/non-start attendance fee is £80 and must be paid before attendance.

The fee includes:

- Attendance
- Initial assessment
- Initial inspection
- Up to one hour of labour

Attendance does not guarantee diagnosis, repair, recovery, restarting or restoration of roadworthiness.

Where labour beyond the first hour is authorised:

- Work carried out during business hours will be charged at £55 per hour.
- Work carried out out-of-hours will be charged at £75 per hour.

Additional diagnostics, specialist testing, labour and parts are charged separately.

12. Towing and Recovery Services

Snikrep Autocare may provide limited towing or recovery assistance where considered safe, practical and lawful.

Recovery may be carried out using:

- A towing pole
- A towing strap



The maximum vehicle kerb weight that may be towed is 1,340kg.

Vehicles exceeding this weight limit will not be towed.

The customer must remain with and be responsible for the recovered vehicle at all times.

The customer must follow all reasonable instructions provided during towing or recovery operations.

Towing and recovery services are charged at the applicable labour rate.

A minimum charge of one hour applies.

After the first hour, recovery services are charged in 30-minute increments.

Snikrep Autocare reserves the right to refuse towing where conditions are unsafe, unsuitable, uninsured or outside equipment limitations.

13. Services Not Offered

Unless otherwise agreed in writing, Snikrep Autocare does not undertake:

- Timing belt replacement
- Timing chain replacement or repair
- Clutch replacement or repair
- Gearbox or transmission repairs
- Glass repair or replacement
- Tyre replacement or tyre fitting
- Repairs requiring a hydraulic press
- Vehicle modifications
- Vehicle performance tuning
- Vehicle customisation

Snikrep Autocare reserves the right to refuse any work considered outside the services offered.



14. Equipment Limitations and Specialist Work

As a mobile vehicle repair business, Snikrep Autocare operates using equipment suitable for mobile working environments.

Certain repairs require specialist workshop facilities, lifts, presses, alignment equipment, manufacturer-specific tooling or other equipment not available during mobile operations.

Snikrep Autocare reserves the right to decline work where suitable equipment is unavailable or where the repair cannot be completed safely and correctly.

Where work falls outside the services offered, recommendations for specialist repairers or service providers may be provided as a courtesy.

Any such recommendation does not constitute an endorsement or guarantee.

Snikrep Autocare accepts no responsibility for the services, workmanship or advice provided by third parties.

15. Recommendations and Declined Work

Safety-related recommendations, advisory items and declined repairs may be recorded on quotations, invoices, vehicle health checks, job records, inspection reports and digital records.

The customer accepts responsibility for any decision not to proceed with recommended repairs after being informed of the associated risks.

Snikrep Autocare may advise that a vehicle should not be driven where it is considered unsafe or potentially unlawful to use.

16. Road Testing and Vehicle Movement

The customer authorises Snikrep Autocare to start, move and road-test the vehicle where reasonably necessary.

Road testing may be carried out before, during or after repair for:

- Diagnosis



- Verification
- Quality control
- Completion of the agreed work

The customer confirms that the vehicle is appropriately insured, taxed and legally permitted to be used on the road unless disclosed before work begins.

17. Insurance and Vehicle Value

Snikrep Autocare maintains insurance appropriate to its business activities, subject at all times to the limitations, exclusions, conditions and excesses of the relevant policies.

Customers must notify Snikrep Autocare before work begins if they believe the vehicle's market value exceeds £40,000.

Towing and recovery activities remain subject to applicable insurance cover.

18. Battery Systems, Electronics and Stored Data

Some vehicles require battery coding, registration, programming or adaptation procedures following battery replacement.

Additional charges may apply where specialist equipment or manufacturer-specific procedures are required.

Customers are responsible for ensuring any required radio, security or infotainment codes are available before work begins.

Snikrep Autocare is not responsible for the loss of radio presets, navigation data, Bluetooth pairings, dashcam recordings or similar stored information resulting from battery disconnection except where liability cannot legally be excluded.

19. Photographs, Video Recordings and Communications

Snikrep Autocare may take photographs and video recordings before, during and after work.

These may be used for:



- Diagnostics
- Job records
- Warranty administration
- Insurance matters
- Complaint handling
- Debt recovery
- Legal proceedings
- Staff training
- Marketing
- Advertising
- Social media

Reasonable steps will be taken to avoid displaying personal information such as addresses, paperwork and vehicle registration numbers where practical.

Telephone calls may be recorded, monitored or documented for quality assurance, training, complaint handling, dispute resolution, fraud prevention, debt recovery, insurance matters and evidential purposes.

20. Warranty and Concerns

Labour carried out by Snikrep Autocare is warranted for the same period as the supplied part warranty, subject to the terms and conditions of the relevant supplier or manufacturer.

Customers must contact Snikrep Autocare as soon as reasonably possible if they believe there is a problem with work completed.

Snikrep Autocare must be given a reasonable opportunity to inspect and investigate any warranty claim before further work is carried out elsewhere.

Where Snikrep Autocare reasonably believes that a repair, component or relevant area of the vehicle has been dismantled, adjusted, altered, repaired, removed or otherwise interfered with by another party before inspection can take place, warranty claims may



be rejected only to the extent that such interference prevents Snikrep Autocare from properly investigating the concern.

Warranty does not normally cover:

- Normal wear and tear
- Misuse
- Neglect
- Accident damage
- External damage
- Pre-existing faults
- Interference by third parties
- Failure to follow recommendations
- Continued use after warnings
- Damage arising from modifications

Nothing in this section affects statutory consumer rights.

21. Data Protection

Customer information may be used for:

- Managing bookings
- Producing quotations
- Carrying out diagnostics
- Carrying out repairs
- Producing invoices
- Warranty administration
- Complaint handling
- Legal compliance



Further information is available in Snikrep Autocare's Privacy Policy.

22. Complaints

Any complaint should be raised as soon as reasonably possible using:

Telephone: 01509 351062

Email: info@snikrepautocare.co.uk

Website: www.snikrepautocare.co.uk

We aim to acknowledge complaints within 5 working days and provide a substantive response within 14 working days where reasonably practicable.

23. Governing Law

These Terms of Business are governed by the laws of England and Wales.

Nothing in these Terms limits or removes any statutory rights available to consumers.



SNIKREP AUTOCARE
BOOKING AND CANCELLATION POLICY

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Telephone: [01509 351062](tel:01509351062)

Email: info@snikrepautocare.co.uk

Website: www.snikrepautocare.co.uk

This policy applies to appointments booked by telephone, email, SMS, WhatsApp, social media, through our website or by any other agreed communication method.

1. Making a Booking

To arrange an appointment, customers may be asked to provide:

- Full name
- Contact telephone number
- Email address (where applicable)
- Vehicle registration number
- Vehicle make and model
- Vehicle location
- Details of the requested work
- Details of any known faults, symptoms or warning lights



- Details of any modifications or non-standard equipment
- Any other information reasonably required to assess or arrange the work

Customers are responsible for ensuring that all information provided is accurate and complete.

The customer must ensure that:

- The vehicle is legally and safely accessible.
- A safe, legal, reasonably level and suitable working area is available.
- Sufficient space exists around the vehicle to carry out the work safely.
- Any required keys, wheel nut keys, security keys, immobiliser information or security codes are available.

The customer, or an authorised representative aged 18 or over, should be available during the appointment where reasonably required.

A booking is considered confirmed once Snikrep Autocare has agreed the appointment date, estimated arrival window, location and requested work.

Customers will normally be provided with a one-hour estimated arrival window.

Arrival windows are estimates only and may be affected by traffic, weather conditions, emergency breakdowns, previous appointments, parts availability or circumstances outside Snikrep Autocare's reasonable control.

Snikrep Autocare will make reasonable efforts to notify customers of significant delays where possible.

2. Quotations and Estimates

Any quotation or estimate is based on the information available at the time it is issued.

An estimate is an approximate indication of likely costs and may change if:

- Additional faults are identified.
- Additional labour becomes necessary.
- Further parts are required.



- Vehicle condition differs from information previously supplied.

A quotation is based on the work and parts specified when it is issued.

No additional chargeable work will be carried out without customer authorisation.

Labour calculations may be based upon recognised manufacturer standard repair times, industry-standard labour guides, technician experience and the practical requirements of carrying out work safely and correctly.

Quotations remain valid for 14 days unless otherwise stated.

All quotations remain subject to parts availability and supplier price changes.

3. Diagnostics and Fault Finding

Snikrep Autocare reserves the right to perform its own inspection, testing and diagnostic procedures before recommending or replacing any component.

Parts will not normally be replaced solely because a customer requests it.

Customer opinions, online research, fault-code scans or diagnoses supplied by third parties do not constitute confirmation that a particular component has failed.

Fault codes alone do not necessarily identify a failed component.

The standard diagnostic charge is £60 and covers up to one hour of diagnostic investigation unless otherwise stated.

Additional diagnostic time may be charged at the applicable labour rate.

Diagnostic work does not guarantee that every fault can be identified during the initial appointment.

Additional faults may become apparent during diagnosis, testing, repair or subsequent use of the vehicle.



4. Parts Policy

Snikrep Autocare does not fit customer-supplied parts under any circumstances.

All parts used for servicing, repairs and maintenance must be sourced and supplied by Snikrep Autocare.

Where a customer believes a particular part is required, this should be discussed with Snikrep Autocare so that appropriate diagnostic procedures can be carried out and suitable parts sourced where necessary.

This policy enables Snikrep Autocare to:

- Verify suitability and compatibility
- Maintain quality standards
- Support warranty claims effectively
- Reduce the risk of incorrect diagnosis and unnecessary repairs

Where customer-supplied parts are presented for fitting, any applicable attendance, diagnostic, labour or unsuccessful attendance charges may remain payable.

5. Deposits and Advance Payments

Snikrep Autocare does not normally require deposits or booking fees for standard appointments.

However, advance payment, deposits or prepayment may be required for:

- Same-day breakdown or non-start attendances
- Out-of-hours appointments
- Special-order parts
- High-value parts
- Larger repairs
- Other circumstances explained prior to booking confirmation

Any required payment and associated conditions will be explained before payment is requested.



Where parts have been ordered specifically for a customer and cannot reasonably be cancelled, returned or reused, reasonable costs already incurred may remain payable, subject to statutory rights.

6. Cancellations, Missed Appointments and Unsuccessful Attendance

Customers should provide as much notice as reasonably possible when cancelling or rearranging an appointment.

Reasonable costs already incurred may remain payable where:

- Special-order parts have been purchased.
- Non-returnable parts have been ordered.
- Other non-recoverable expenditure has already been incurred.

An unsuccessful attendance charge may apply where:

- The customer is unavailable.
- The vehicle is unavailable.
- The customer cannot be contacted.
- Access to the vehicle cannot be obtained.
- Incorrect address details have been provided.
- Materially incorrect vehicle information has been supplied.
- Required keys, wheel nut keys or security information are unavailable.
- Customer-supplied parts are presented.
- The location is unsafe or unsuitable.
- Work cannot proceed because of circumstances within the customer's control.

The following charges normally apply:

- Within approximately 10 miles of Sileby: £40
- Between 10 and 15 miles of Sileby: £50



Where the customer is present, unsuccessful attendance charges may be collected by card payment.

Where the customer cannot be contacted or is not present, an electronic invoice may be issued and payment will be due immediately upon receipt.

Any additional reasonable costs already incurred may also remain payable where permitted by law.

7. Same-Day Breakdown and Non-Start Attendance

Customers requiring attendance on the same day may request Snikrep Autocare's same-day breakdown or non-start attendance service, subject to availability.

The attendance fee is £80 and is payable before Snikrep Autocare travels to the customer's location.

The £80 fee includes:

- Attendance within the service area
- Initial inspection
- Initial assessment
- Up to one hour of labour

Attendance does not guarantee diagnosis, repair, recovery, restarting or restoration of roadworthiness.

Labour beyond the first hour will be charged as follows:

- £55 per hour during normal business hours
- £75 per hour during out-of-hours periods

Additional diagnostics, labour, specialist testing, repairs and parts are charged separately unless expressly included within an agreed quotation.

If Snikrep Autocare is unable to attend a prepaid breakdown appointment, the customer will be offered either:

- A full refund; or



- Transfer of the payment to a rearranged attendance

8. Towing and Recovery Assistance

Snikrep Autocare may provide limited towing or recovery assistance where considered safe, practical and lawful.

Recovery may be carried out using:

- A towing pole
- A towing strap

The maximum vehicle kerb weight that may be towed is 1,340kg.

Vehicles exceeding this limit will not be towed.

The customer must remain with and remain responsible for the recovered vehicle throughout the recovery operation and must follow all reasonable instructions provided.

Recovery services are charged at the applicable labour rate.

A minimum charge of one hour applies.

Following the first hour, recovery services are charged in 30-minute increments.

Snikrep Autocare reserves the right to refuse recovery where conditions are unsafe, unsuitable, uninsured or outside equipment limitations.

9. Suitable Working Conditions

Customers must provide a safe, legal and suitable area in which work can be carried out.

Work may be postponed, refused or stopped where conditions are unsafe or unsuitable, including:

- Unsafe roadside locations
- Motorways
- Live carriageways



- Dangerous verges
- Heavy or fast-moving traffic
- Unstable, uneven or excessively sloped surfaces
- Severe weather conditions
- Inadequate lighting
- Hazardous surroundings
- Excessively contaminated vehicles
- Unsafe vehicle condition
- Aggressive, abusive or threatening behaviour

Where attendance has already taken place and work cannot proceed because conditions are unsuitable, the applicable attendance charge may remain payable.

10. Services Not Offered

Unless otherwise agreed in writing, Snikrep Autocare does not normally undertake:

- Timing belt replacement
- Timing chain replacement or repair
- Clutch replacement or repair
- Transmission or gearbox repairs
- Glass repair or replacement
- Tyre replacement or tyre fitting
- Repairs requiring a hydraulic press
- Vehicle modifications
- Vehicle performance tuning
- Vehicle customisation



Snikrep Autocare reserves the right to decline any work considered outside the services offered.

11. Equipment Limitations and Specialist Work

As a mobile vehicle repair business, Snikrep Autocare operates using equipment suitable for mobile working environments.

Certain repairs require specialist workshop facilities, vehicle lifts, presses, wheel alignment equipment, manufacturer-specific tooling or other specialist equipment not available during mobile operations.

Snikrep Autocare reserves the right to refuse, postpone or discontinue work where:

- Appropriate equipment is unavailable.
- Mobile working conditions are unsuitable.
- Manufacturer procedures cannot be followed correctly.
- The repair cannot be completed safely.
- The work falls outside the services offered.

Where work falls outside the services offered, recommendations to specialist repairers may be provided as a courtesy.

Snikrep Autocare accepts no responsibility for work undertaken by third-party repairers or service providers.

12. Battery, Radio and Electronic Systems

Certain vehicles require security codes, battery registration, programming or adaptation procedures following battery replacement or battery disconnection.

Customers are responsible for ensuring that any required security or activation codes are available before work begins.

Additional charges may apply where manufacturer-specific programming, coding or registration procedures are required.



Snikrep Autocare is not responsible for the loss of radio presets, navigation data, Bluetooth pairings, dashcam recordings or similar stored information resulting from battery disconnection except where liability cannot legally be excluded.

13. Consumer Cancellation Rights

Where applicable, customers will be provided with information relating to statutory cancellation rights before a booking is confirmed.

Nothing in this policy affects any rights available under consumer protection legislation.

14. Agreement

By confirming a booking, authorising work or allowing work to proceed, the customer confirms that they have had the opportunity to review:

- This Booking and Cancellation Policy
- Snikrep Autocare's Terms of Business
- Any applicable quotation or estimate

Nothing in this policy limits or removes the customer's statutory rights



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PRIVACY POLICY

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Email: info@snikrepautocare.co.uk

Website: www.snikrepautocare.co.uk

This Privacy Policy explains how Snikrep Autocare collects, uses, stores and protects personal information when you:

- Contact us
 - Request a quotation
 - Make a booking
 - Visit our website
 - Use our services
 - Interact with us on social media
-



1. Who We Are

For the purposes of data protection legislation, Snikrep Autocare is responsible for the personal information described in this Privacy Policy.

If you have any questions regarding this policy or how your personal information is used, please contact:

Snikrep Autocare

91 Excelsior Way
Sileby
Loughborough
Leicestershire
LE12 7XE

Telephone: [01509 351062](tel:01509351062)

Email: info@snikrepautocare.co.uk

Website: www.snikrepautocare.co.uk

2. Information We Collect

Depending on how you interact with us, we may collect:

Personal Information

- Name
- Telephone number
- Email address
- Postal address

Vehicle Information

- Vehicle registration number
- Vehicle make and model
- Vehicle mileage
- Vehicle location
- Vehicle service history



- Vehicle fault information
- Vehicle condition information

Booking and Service Information

- Booking details
- Estimates and quotations
- Work authorisations
- Diagnostic findings
- Repair records
- Service records
- Invoices
- Warranty records
- Complaint records

Communications

- Telephone conversations
- Emails
- SMS messages
- WhatsApp messages
- Social media messages
- Website enquiries

Images and Video

We may collect photographs and video recordings relating to:

- Vehicle condition
- Faults and defects
- Diagnostic findings
- Repairs carried out



- Completed work
- Recovery and towing operations

Please only provide information that is relevant to your enquiry or the services requested.

3. How We Use Your Information

We use personal information to:

- Respond to enquiries
- Arrange and manage bookings
- Prepare quotations and estimates
- Diagnose vehicle faults
- Carry out authorised work
- Contact customers regarding appointments
- Source and supply parts
- Produce invoices
- Process payments
- Maintain service records
- Investigate complaints
- Administer warranties
- Recover outstanding debts
- Meet legal obligations
- Protect our business interests



4. Our Legal Basis for Processing

Under UK data protection law, we process information because:

Contractual Necessity

The information is required to:

- Provide quotations
- Confirm bookings
- Carry out repairs
- Provide services
- Process payments

Legal Obligations

We may process information where required for:

- Tax purposes
- Accounting requirements
- Legal compliance
- Regulatory obligations

Legitimate Interests

We may process information in order to:

- Manage our business
- Maintain service history records
- Protect against fraud
- Investigate complaints
- Defend legal claims
- Recover debts
- Improve our services

When relying upon legitimate interests, we consider your rights and freedoms.



5. Photographs, Video Recordings and Marketing

Snikrep Autocare may take photographs or video recordings before, during and after work is carried out.

Photographs and recordings may be used for:

- Vehicle records
- Diagnostics
- Technical support
- Warranty administration
- Insurance matters
- Complaint investigations
- Debt recovery
- Legal proceedings
- Training purposes

Photographs and recordings may also be used for:

- Marketing
- Advertising
- Social media content
- Website content
- Promotional materials

Where photographs or videos are used for marketing purposes, Snikrep Autocare will take reasonable steps to avoid displaying personal information such as:

- Addresses
- Documentation
- Vehicle registration numbers
- Other identifying information



unless otherwise agreed.

6. Telephone Calls and Communications

Telephone calls may be recorded, monitored or documented for:

- Quality assurance
- Training purposes
- Booking administration
- Customer service
- Complaint handling
- Warranty administration
- Fraud prevention
- Insurance matters
- Debt recovery
- Evidential purposes

Where calls are not recorded, written notes may be retained.

We may also retain records of communications made through:

- Email
- SMS
- WhatsApp
- Social media
- Website forms
- Other communication channels



7. Who We Share Information With

We do not sell personal information.

Where reasonably necessary, information may be shared with:

- Parts suppliers
- Payment providers
- Accountants
- Professional advisers
- Insurers
- Technical support providers
- Regulatory authorities
- Courts
- Law enforcement agencies

Information is only shared where reasonably necessary for the relevant purpose.

8. Website Cookies and Analytics

Our website may use cookies or similar technologies.

These may be used for:

- Essential website functionality
- Website analytics
- Security monitoring
- Performance monitoring
- User experience improvements

Cookies may be controlled through your browser settings.

Blocking cookies may affect website functionality.



9. Marketing Communications

Snikrep Autocare may occasionally send service-related communications.

Marketing communications will only be sent where permitted by law.

You may request that marketing communications stop at any time.

Operational or service-related communications may still be sent where necessary.

10. How Long We Keep Information

We retain information only for as long as reasonably necessary.

Typical retention periods are:

Quotations Not Proceeding to Work

Up to 12 months.

Vehicle Service Records

Generally retained for up to 6 years from the last service or repair.

Accounting and Invoice Records

At least 6 years where required by law.

Warranty Records

Generally retained for up to 6 years.

Complaint Records

Generally retained for up to 6 years.

Telephone Records and Communication Records

For as long as reasonably necessary to support business operations, complaints, legal matters or warranty claims.

Photographs and Videos

For as long as reasonably necessary to support business operations, legal obligations, warranty claims, marketing activities and dispute resolution.



Information may be retained for longer where required by law or where necessary to establish, exercise or defend legal claims.

11. Keeping Your Information Secure

Snikrep Autocare takes reasonable steps to protect personal information from:

- Unauthorised access
- Unauthorised disclosure
- Alteration
- Loss
- Misuse

Security measures may include:

- Password-protected systems
- Secure devices
- Restricted access to records
- Secure disposal of information

No electronic system can be guaranteed completely secure. However, reasonable safeguards are maintained.

12. Your Data Protection Rights

Depending on the circumstances, you may have the right to:

- Access your personal information
- Request correction of inaccurate information
- Request deletion of information
- Restrict processing
- Object to processing
- Request transfer of your data to another organisation



- Withdraw consent where consent is relied upon

Some rights are subject to legal conditions and exemptions.

Requests should be made using the contact details contained in this policy.

We may need to verify your identity before responding.

13. Complaints

If you have concerns about how Snikrep Autocare uses your personal information, please contact us first.

You also have the right to complain to the Information Commissioner's Office (ICO).

Further information can be found on the [Information Commissioner's Office \(ICO\)](#) website.

14. Information You Must Provide

Some information is necessary for:

- Quotations
- Appointments
- Diagnostics
- Repairs
- Invoicing

If required information is not provided, Snikrep Autocare may be unable to provide the requested service.

15. Automated Decision Making

Snikrep Autocare does not make decisions based solely on automated processing that have legal or similarly significant effects on individuals.



16. Changes to This Policy

This Privacy Policy may be updated from time to time.

The most recent version will always be available on our website and will display the current version number and issue date.