



SNIKREP AUTOCARE

PRIVACY POLICY

Version 1.2

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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

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
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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

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Leicestershire
LE12 7XE

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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
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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.