

Privacy Notice

We ask you to provide us with certain personal data, including your name, address, Email and phone contact details plus vehicle identification detail in order that we may provide a quotation for work to be undertaken on your vehicle.

Here at H&L Motors we treat your privacy with the greatest respect. We will only, therefore, use your personal information to provide the specific service that you have requested from us and if you become an H&L customer, to send you reminders from time to time about the need for critical services to your vehicle such as MOT testing and routine servicing.

We do not pass your personal data on to third parties, except where your car is manufactured by the Volkswagen group and H&L Motors will undertake a manufacturer approved repair. In this case:

In order to process vehicle repairs (and associated guarantees), warranty claims and record vehicle service history, we will share your information with the relevant manufacturer of your vehicle. For more detail of the ways in which your information is used by these manufacturers please use the below links.

Manufacturer	Privacy Statement
Audi	Audi.co.uk/privacy
Volkswagen	Volkswagen.co.uk/privacy
SEAT	SEAT.co.uk/privacy
ŠKODA	SKODA.co.uk/privacy
Volkswagen Commercial Vehicles	Volkswagen-vans.co.uk/privacy

Your personal data will be held on our system until a quote has been produced and we have received your response.

- Upon acceptance of the quote, your personal data will be stored by H&L Motors in its back-office job processing system for the duration of the work undertaken and beyond as per the period stipulated in our data retention policy. Specifically this states that if you cease to use any H&L services for a period up to but not exceeding three years your personal data will be deleted.
- Whilst you continue to use H&L services, your personal data will be securely stored in the H&L back-office job processing system.
- Should you decline the quotation, your personal data and any vehicle images you have submitted via the website will be deleted from our website messaging system.

You have a right to ask H&L Motors to cease sending you reminders about car servicing and MOT services. You also have a right to request amendments to any data we hold that is incorrect. Please make any such requests to privacy@hlmotors.co.uk.

You have a right, if you choose, to lodge a complaint to the Information Commissioners Office (www.ico.org.uk/concerns) regarding the H&L Motors data protection process.

Cookies Notice

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences and purchases, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.