
Privacy Policy

J&R Auto Services Ltd ("we", "our", "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and protect your personal data when you use our vehicle repair, servicing, and MOT services, visit our premises, or communicate with us.

1. Information We Collect

We collect and process the following categories of personal data:

- **Contact & Identification Data:** Name, telephone number, email address, billing/postal address.
- **Vehicle Data:** Vehicle Registration Mark (VRM), Make/Model, mileage, service history, and diagnostic logs.
- **CCTV Footage:** Visual images of individuals and vehicles captured by security cameras on our premises.
- **Audio Recordings:** Audio recordings of incoming and outgoing telephone calls made to/from our customer service line.
- **Financial & Payment Data:** Payment card details, invoice details, and bank transfer information.

2. How and Why, We Use Your Data

Processing Activity	Purpose	Legal Basis (UK GDPR / EU GDPR)
Service & Repairs	Processing bookings, repairs, MOTs, parts ordering, and customer updates.	Contract Performance
CCTV Surveillance	Maintaining physical security, preventing crime, protecting premises and staff.	Legitimate Interests
Call Recording	Quality assurance, staff training, maintaining records of verbal quotes/agreements.	Legitimate Interests / Consent

Processing Activity	Purpose	Legal Basis (UK GDPR / EU GDPR)
Invoicing & Accounting	Billing, tax accounting, processing payments, and record keeping.	Legal Obligation / Contract Performance

3. Special Notice: CCTV and Telephone Call Recording CCTV System

- CCTV cameras monitor customer-facing service areas, vehicle bays, and parking facilities.
- Signage is prominently displayed across our premises alerting visitors to active monitoring.
- Footage is stored securely for a maximum of **[e.g., 30 days]**, after which it is automatically overwritten, unless required for legal proceedings or crime investigation.

Telephone Call Recording

- Calls may be recorded for monitoring, training, and confirming verbal repair authorizations.
- Callers are notified via an automated pre-call prompt or by staff at the beginning of the call.
- Call recordings are retained securely for **[e.g., 30 to 90 days]** before automatic deletion.

4. Sharing Your Personal Data

We do not sell your personal data. We may share relevant data with trusted third parties strictly necessary to deliver our services:

- **DVLA & MOT Testing Bodies:** For legal reporting and compliance.
- **Parts Suppliers & Warranty Providers:** To source correct vehicle parts and process claims.
- **Insurance Companies & Law Enforcement:** When legally required or necessary to handle claims/accidents.

- **IT & Cloud Storage Service Providers:** Who host our software systems under strict confidentiality agreements.
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5. Data Retention

We keep your personal information only as long as necessary:

- **Customer Account & Vehicle Records:** Retained for [e.g., 6 years] for legal/tax accounting compliance.
 - **CCTV Footage:** Retained for [e.g., 30 days].
 - **Call Recordings:** Retained for [e.g., 90 days].
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6. Your Rights

Under Data Protection laws, you have rights regarding your personal data:

- **Right of Access:** Request a copy of the data we hold about you (including CCTV footage or call recordings).
 - **Right to Rectification:** Request corrections to inaccurate or incomplete data.
 - **Right to Erasure ("Right to be Forgotten"):** Request deletion of data where processing is no longer necessary.
 - **Right to Object:** Object to processing based on legitimate interests (e.g., marketing).
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7. Contact Us & Complaints

To exercise your rights or ask questions regarding this policy, please contact us:

- **Data Protection Lead:** [Insert Contact Name/Title]
- **Email:** Enquiries@jrautoservices.co.uk
- **Phone:** 01764655111
- **Address:** J&R Auto Services Ltd, Unit 2, South Bridgend, Crieff, PH74DJ

If you believe your data has been handled incorrectly, you have the right to lodge a complaint with your local Data Protection Authority (e.g., the Information Commissioner's Office in the UK - [ICO Website](#)).

