

Lexus Twickenham Privacy Policy

1. General introduction

1.1. We are committed to ensuring that we manage your personal data professionally and in compliance with all applicable data protection laws. Part of this commitment is to ensure that there is transparency about how we process personal data. This policy includes an explanation of:

1.1.1. what data we are processing;

1.1.2. why we are processing it and what we do with it;

1.1.3. whether we will share it with anyone else;

1.1.4. whether we will transfer it outside of the European Economic Area ('EEA');

1.1.5. how we keep your data safe; and

1.1.6. your rights.

1.2. We hope that you find this Privacy Policy helpful. If you have any questions, please don't hesitate to contact us.

2. Who we are and our contact details

2.1. Currie Motors UK Limited is located at 161 Chertsey Road, Twickenham, Middlesex TW1 1ER. In this policy we have referred to Currie Motors UK Limited as: we, us, our or Currie Motors.

2.2. We also operate under the following trading names:

2.2.1. Currie Motors Twickenham

2.2.2. Lexus Twickenham

2.2.3. Currie Motors Kingston

2.2.4. Currie Motors Great West Road

2.2.5. Currie Motors Car Hire

2.3. Currie Motors is an authorised Toyota and Lexus retailer. For any queries concerning your data please contact the Marketing Department at the above address or by email at marketing@curriemotors.co.uk. Please identify your query as relating

to data protection and this privacy policy. Please note telephone calls to Currie Motors may be monitored or recorded for quality assurance and training purposes.

3. Your personal data

3.1. We process your personal data if we understand that you may be interested in purchasing our products or services or in working with in our organisation. In this section 3 we provide more detailed information about how we will manage your personal data.

3.2. What data do we hold about you and how have we obtained this?

3.2.1. We have obtained information about you when you have enquired about our products or services either directly at one of our sites, on our website, on our social media page or at a promotional event. We may also receive your data following your enquiry with third parties such as used car sales companies, third party leasing companies and vehicle insurance companies. Typically, the information that we obtain will be your name including gender (based on title), postal address, contact details, payment information, any Motability eligibility data, details of your current vehicle(s). If you choose to enter into a finance agreement or purchase insurance products from us or from companies that partner with us, we will need more detailed personal information including date of birth, employment history, residential status, marital status, personal income and expenditure. Where vehicle related servicing and repairs have been requested or carried out we will hold details of your current and previous vehicle(s) including the vehicles' history. If you purchase a vehicle from us we may ask for your consent to photograph you with your vehicle.

3.2.2. If you have visited our website we may automatically collect some personal information including details of your browser, operating system and device, the website from which you visit

our website, the pages that you visit on our website, the date of your visit, and the Internet protocol (IP) address assigned to you by your internet service provider. We collect some of this information using cookies – please see Cookies in section 4 - for further information. We may also collect any personal information which you upload to our website(s) including data provided through Live Chat, allow to be shared or that is part of your public profile on a third party social network.

- 3.2.3. Our telephone calls are recorded and may be monitored for training purposes.
- 3.2.4. We have CCTV in operation at each of our facilities for security purposes. It is therefore possible that images of you will be recorded when visiting our sites.
- 3.2.5. If we provide you with a courtesy or demonstrator vehicle or you test drive a vehicle, we will ask you to provide your driver's licence along with your driving and vehicle insurance history. We may also collect vehicle telematics data which identifies how efficiently you drive together with a log of the dates and times that you have used our vehicles and any Connected Car Technology data that is collected by the vehicles you use. Telematics data and Connected Car Technology may be collected where you part exchange your vehicle with us or we purchase a vehicle from you.
- 3.2.6. If you have expressed an interest in working in our organisation, then we may have obtained your personal data from recruitment agencies and/or electronic job boards.
- 3.2.7. Sometimes you will have sent your information directly to us, but you may have provided your information to Toyota GB Plc, Lexus (GB) Plc or their affiliate companies or another third party who, in turn, has provided the information to us. In such instances, we will inform you of the identity of the third party who has provided your data to us.

3.3. How do we use your personal data and what is the applicable lawful basis?

- 3.3.1. Where you have **consented**, we may provide you with marketing information about our products and services or the products and services of our selected partners and may use your photograph on social media and/or our website. In addition, we will keep you informed of events that we think will be of interest to you. We may also process any application you have made to work in our organisation. We may use your personal data such as identity, previous purchases, interests, preferences, feedback and survey responses to form a view on what may be of interest to you. We will use this information to tailor our marketing communications to you.
- 3.3.2. We may process your information where it is required to perform **our contract** with you e.g. registering insurance products, registering breakdown and recovery services, providing courtesy cars, completing warranty and insurance work.
- 3.3.3. Where it is in your **vital interests**, we may use your information to organise and notify you about safety and product recall notices.
- 3.3.4. We may process your information to comply with **legal or regulatory obligations** including assisting HMRC, Transport for London, the Police and the Driver and Vehicle Licensing Agency.
- 3.3.5. We may process your information to allow us to pursue our **legitimate interests** including for:
- 3.3.5.1. analysing our performance to further improve our customer services;
 - 3.3.5.2. to contact you with MOT and service reminders;
 - 3.3.5.3. market research, training and to administer our websites;
 - 3.3.5.4. to provide you with telematics data about your journey in one of our vehicles;
 - 3.3.5.5. the prevention of fraud or other criminal acts;
 - 3.3.5.6. undertaking credit checks for finance;
 - 3.3.5.7. undertaking driving licence and history checks for insurance;

- 3.3.5.8. complying with requests from you including if you exercise any of your rights noted in this Privacy Policy;
- 3.3.5.9. the purpose of corporate restructure or reorganisation or sale of our business or assets;
- 3.3.5.10. enforcing our legal rights or to defend legal proceedings and for general administration purposes; and
- 3.3.5.11. generating vehicle performance data from telematics data

3.4. Will we share your personal data with any third parties?

- 3.4.1. We may share your data with any of the other companies set out in section 2.2 and with Toyota GB Plc, Lexus (GB) Plc and their affiliated companies; these companies include: Toyota Financial Services, Lexus Financial Services, Toyota Insurance Management Ltd. and Toyota Motor Europe SA/NV .
- 3.4.2. We may disclose your information to our third-party service providers for the purposes of providing services to us or directly to you on our behalf e.g. finance providers, Motability Operations Ltd, advertising agencies, vehicle scrappage, vehicle auctioneers, administrative service providers and electronic platform service providers. When we use third party service providers, we only disclose to them any personal information that is necessary for them to provide their service and only when we have a contract in place that requires them to keep your information secure and not to use it other than in accordance with our specific instructions.
- 3.4.3. If we sell all or part of our business to a third party, we may transfer your information to that party to ensure that it can continue to provide information that you have requested or for any of the other purposes that we have noted above.
- 3.4.4. We may transfer your data to government or other official bodies for the purposes of complying with legal obligations, for enforcing our rights, or for the prevention or detection of a crime.

3.5. How long do we keep your data?

- 3.5.1. If you have expressed an interest in buying products or services from us or from our selected partners, we will retain your contact details and related information concerning your enquiry for 3 years from the date that we last had contact with you.
- 3.5.2. If you have purchased goods or services from us or from our selected partners, we will keep the data relating specifically to that purchase (e.g. order forms, invoices and related correspondence) for 6 financial years from the invoice date
- 3.5.3. If you have entered into a finance agreement or purchased an FCA regulated insurance product from us or from companies that partner with us, we will retain information relating to the transaction for up to 11 years from the agreement or insurance start date
- 3.5.4. Voice recordings of telephone calls, CCTV images and data related to your use of courtesy vehicles shall be kept for a maximum of 12 months.
- 3.5.5. Images of you and your vehicle posted on social media and our websites with your consent will be retained indefinitely unless you ask us to remove them.
- 3.5.6. If you have requested that we do not send you marketing information we will always retain sufficient information to ensure that we remember to comply with your request.
- 3.5.7. All of the periods stated in this section 3.5 may be extended if there is a legal requirement to do so.

3.6. Transferring your data outside of the European Economic Area ('EEA')

- 3.6.1. Your personal data will be transferred to recipients that may be outside the EEA and will be processed by these recipients outside the EEA.
- 3.6.2. When your personal data is transferred to countries outside the EEA that do not generally offer the same level of data protection as in the EEA, any such transfer will comply with all applicable data protection laws and with our obligation to adequately protect and secure your personal information. We

will take measures to ensure that personal information handled in other countries will receive at least the same level of protection as it is given in the EEA.

4. Cookies

- 4.1.** We use Cookies on our website. A cookie is a small text file which is placed onto your computer (or other electronic device) when you visit our website. This enables us to monitor how many times you visit the website, which pages you go to, traffic data, location data and the originating domain name of your internet service provider.
- 4.2.** You can find out more about the Cookies we use in our [Cookies Policy](#) available on the home page of our website.
- 4.3.** You can set your browser not to accept cookies, however some of our website features may not function as a result.
- 4.4.** For more information about cookies generally and how to disable them you can visit: www.allaboutcookies.org.

5. Data security

- 5.1.** We have adopted the technical and organisational measures necessary to ensure the security of the personal data we collect, use and maintain, and prevent their alteration, loss, unauthorised processing or access, having regard to the state of the art, the nature of the data stored and the risks to which they are exposed by human action or physical or natural environment. However, as effective as our security measures are, no security system is impenetrable. We cannot guarantee the security of our database.
- 5.2.** Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use procedures and security features to try to prevent unauthorised access
- 5.3.** Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are

responsible for keeping this password confidential. We ask you not to share a password with anyone

6. Links to other websites

6.1. Our website may contain links to and from other websites e.g. social media sites such as Facebook, YouTube, Twitter. Unless we own such websites, we accept no responsibility for the way in which they process your personal data. You are recommended to check the privacy policy of each website before you submit any data to it.

7. Social Plugins

7.1. We use so-called social plugins (buttons) of social networks such as Facebook, Google and Twitter.

7.2. When you visit our websites, these buttons are deactivated by default, i.e. without your intervention they will not send any data to the respective social networks. Before you can use these buttons, you must activate them by clicking on them. They then remain active until you deactivate them again or delete your cookies. Please see section 4 for further details regarding our use of cookies.

7.3. After their activation, a direct link to the server of the respective social network is established. The contents of the button are then transmitted from the social network directly to your browser and incorporated in the website.

7.4. After activation of a button, the social network can retrieve data, independently of whether you interact with the button or not. If you are logged on to a social network, the network can assign your visit to the website to your user account.

7.5. If you are a member of a social network and do not wish it to combine data retrieved from your visit to our websites with your membership data, you must log out from the social network concerned before activating the buttons.

7.6. We have no influence on the scope of data that is collected by the social networks through their buttons. The data use policies of the social networks provide information on the purpose and extent of the

data that they collect, how this data is processed and used, the rights available to you and the settings that you can use to protect your privacy.

8. Your rights

8.1. Your right to access data

8.1.1. We always aim to be as transparent as we can and allow people access to their personal information. Where we hold your personal data, you can make a 'subject access request' to us and we will provide you with:

- 8.1.1.1. a description of it;
- 8.1.1.2. an explanation of why we are holding it;
- 8.1.1.3. information about who it could be disclosed to; and
- 8.1.1.4. a copy of the information in an intelligible form – unless an exception to the disclosure requirements is applicable.

8.1.2. If you would like to make a 'subject access request' please make it in writing to our contact email address noted in section 2 and mark it clearly as 'Subject Access Request'.

8.1.3. If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

8.1.4. Unless you agree a different time, we will complete your subject access request within one month.

8.2. Right to stop marketing messages

8.2.1. You always have the right to stop marketing messages. We will usually include an unsubscribe button in any marketing email and an unsubscribe number in any marketing texts. If you do wish to unsubscribe, please just click the unsubscribe button or reply to the number as directed and we will promptly action that request. Alternatively, you can update your marketing preferences by contacting us at any-time. Our contact details are shown in section 2.

8.3. Right to be forgotten

8.3.1. If we hold personal data about you, but it is no longer necessary for the purposes that it was collected and cannot otherwise be justified – you have the right to request that we delete the data.

8.4. Right to restrict data

8.4.1. If we hold personal data about you and you believe it is inaccurate you have the right to request us to restrict the data until it is verified. You also have the right to request that the data is restricted where you have a right to it being deleted but would prefer that it is restricted.

8.5. Right to complain

8.5.1. You always have the right to complain to the personal data regulator, the [ICO](#). You may also be entitled to seek compensation if there has been a breach of data protection laws.

9. Policy updates

9.1. This policy was last updated on the 2nd December 2019..