

Lexus Chester is a trading divisions of Mitchell North West Ltd. We are committed to protecting and respecting any personal information you share with us.

This statement describes what types of information we collect from you, how it is used by us, how we share it with others, how you can manage the information we hold and how you can contact us.

We will always give you the option not to receive marketing communications from us. We will never send you unsolicited 'junk' email or communications, or share your data with anyone else who might. We do not sell your information to third parties, but we do work closely with selected partners who help us to provide you with the information, products and services that you request from us. For example, the AA who provide roadside assistance on our behalf.

The contents of this statement may change from time to time so you may wish to check this page occasionally to ensure you are still happy to share your information with us. Where possible, we will also contact you directly to notify you of these changes.

What information do we collect?

We collect information about you and your vehicle when you engage with our website, applications or authorised repairer network. We only collect information which is necessary, relevant and adequate for the purpose you are providing it for.

How do we use this information?

Lexus Chester will only process information that is necessary for the purpose for which it has been collected. You will always have the option not to receive marketing communications from us (and you can withdraw your consent or object at any time). We will never send you unsolicited 'junk' email or communications, or share your personal information with anyone else who might.

Where you have provided your consent, we may use and process your information to contact you from time to time. This would be about promotions, events, products, services or information we think may be of interest to you (don't worry, we won't bombard you).

Contractual Performance.

We may use and process your personal information where this is necessary to perform a contract with you and to fulfil and complete your orders, purchases and other transactions entered into with us (or one of our authorised repairers or selected partners).

Legitimate Interests.

We may use and process your personal information where it is necessary for us to carry out activities for which it is in our legitimate interests as a business to do so.

Legal Obligation.

We may process your personal information to comply with our legal requirements (for example to register your car with the DVLA)

How do we share this information?

We do not sell your information to third parties, but we do work closely with our authorised repairer network and with third party suppliers who fulfil business activities for us (like roadside assistance, marketing, events and market research etc.).

How long do we keep your information for?

We will not hold your personal information to an identifiable format for any longer than is necessary. If you are a customer or otherwise have a relationship with us we will hold personal information about you for a longer period than if we have obtained your details in connection with a prospective relationship.

How can I manage the information we hold about you?

You have the right as an individual to access your personal information we hold about you and make corrections if necessary. You also have the right to withdraw any consent you have previously given us and ask us to erase information we hold about you. You can also object to us using your personal information (where we rely on our business interests to process and use your personal information).