



COMBER COMMERCIAL CENTRE'S PRIVACY POLICY

In this Privacy Policy "we, us or our" means Comber Commercial Centre that processes your personal information (as defined below) and interacts with you (for example, entity from whom you hire or purchase a vehicle).

In this Privacy Policy, references to "you" means the individual whose personal information (as defined below) we collect, use and process, whether this information is collected on the Site (as defined below), in person, by telephone or otherwise and will apply if it is an individual's own personal data or provided by a third party.

In this Privacy Policy, reference to the "Site" means the website at www.ccchire.co.uk

We take our obligations under privacy and data protection law very seriously. This policy sets out how we will use the information that we obtain, generate and process.

This Privacy Policy may change from time to time and therefore you should review it regularly.

For the purpose of General Data Protection Regulation (GDPR) we are the data controller in respect of the personal information that we collect and process in accordance with this Privacy Policy.

If you are providing personal information to us relating to a third party, you confirm that you have the consent of the third party to share such personal information with us and that you have made the information in this Privacy Policy available to the third party.

The contents of this statement may change from time to time, so you may like to check this page occasionally to ensure you are still happy to share information with us.

What Personal Information Do We Collect?

We collect information from you when you hire or purchase a vehicle. This may be on our premises, using our "Site", by e-mail, by text or by telephone.

The personal information we collect and hold about you includes:

- Name, address and other contact details;
- The information included in any other documents you send or provide us with (such as identification documents);
- Information you complete in relation to customer satisfaction surveys;
- Your occupation or nature of your business (if appropriate);
- Details obtained about the vehicle to be hired or purchased;
- Details about your marketing preferences (when you respond to an advert or phone us for information;
- Payment/financial information; and
- Any other personal information about you we collect, use or process in the course of our business

In this Privacy Policy we refer to the information set out above as "personal information"

We may use any personal information provided by you relating to the relevant vehicle hire or sales agreement via our Site or otherwise as relevant to our dealings with you including for the purposes of:

- Fulfilling our contractual obligations to you and providing you with the services you require;

- To help us customise our Site to meet your needs;
- To process any request for advice or information;
- Managing our business;
- Assessing and evaluating the quality of vehicle hire and purchase through satisfaction surveys;
- Complying with legal and regulatory obligations and best practice standards (such as credit reference checks, and taking steps to comply with our obligations under anti money laundering regulations); and
- Fulfilling the requirements of our insurance policies (including the requirements of our insurance providers).

We will take a copy of both parts of your driving licence if you are the person hiring a vehicle from us (either in your own right or on behalf of an organisation) when the vehicle hire commences. We will also need a copy of both parts of the driving licence of all other named drivers. We retain a copy of the driving licence for the purposes set out above.

We may use your personal information to contact you by e-mail, telephone, text, post and other electronic means (including social media) with information about services, or information that may be of interest to you.

Do We Disclose Information To Third Parties?

We may share your personal information with: -

- Our insurers;
- Other third parties who process information on our behalf (such as finance companies);
- Law enforcement agencies, regulatory bodies and other third parties (including and not limited to the Driver and Vehicle Licensing Agency);
- Professional advisors and debt collection agencies to assist with the recovery of amounts owed to us by you or the organisation you represent under any agreement between you and us;
- We do not sell your information, however we may pass the responsibility to handle services on our behalf such as roadside assistance service providers, trusted third parties who assist us in operating our information;
- To any third parties if we are under a duty to disclose or share your personal information to comply with any legal obligation (including but not limited to a court order).

Do We Use Cookie's?

Yes, we use cookies (Cookies are small files that a site or its service provider transfers to your computer's hard drive through your web browser (if you allow) that enables us to capture and remember certain information.

Do We Use Google Analytics?

We use google analytics for analysis purposes, this helps us evaluate and develop our website. We may record certain information supplied by customers when using our website. For more information on how google uses this data, see <http://www.google.com/policies/privacy/partners/>

To opt out of being tracked via Google Analytics, you can also use Google's opt out-out browser add-on, see <https://tools.google.com/dlpage/gaoptout>

What Are Your Rights In Relation to Personal Information?

If you believe that the information we hold is incorrect, you should write to us at Comber Commercial Centre Ltd, 3c Killinchy Street, Comber BT23 5AP.

Under GDPR, you have the right to access personal information we hold about you. If you wish to exercise this right, you should write to Comber Commercial Centre Ltd, 3c Killinchy Street, Comber BT23 5AP.

You also have the right to erasure ("to be forgotten"). Provided that we do not have any continuing lawful reason to continue to use and process that information. If you wish to exercise this right, you should write to Comber Commercial Centre Ltd, 3c Killinchy Street, Comber BT23 5AP.

If we do not resolve any issues in relation to your personal data to your satisfaction, you have the right to complain. Please post information to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilslow, Cheshire SK9 5AF

How Do We Protect Your Information?

We implement a variety of security measures to maintain the safety of your personal information when you do business with us.

Your Consent

By using our Site, you consent to our Site Privacy Policy

Contacting Us

If you have any questions regarding this Privacy Policy you may contact us using the information below: -

Comber Commercial Centre Ltd, 3c Killinchy Street, Comber BT23 5AP

Telephone: 028 91 873245