

Privacy Notice – Dated 25th May 2018

This notice explains how we use your personal data, describes the categories of personal data we process and for what purposes. It applies when you use this website or use any of our services. We are committed to collecting and using personal data fairly and in accordance with the requirements of the General Data Protection Regulation (GDPR).

We are committed to ensuring that your information is kept safe, secure and used responsibly, and we have put in place appropriate technical and other security measures to protect it.

Who we are

J Brush is a sole trader trading as Chauffeur Royale. Our office address is at 120 Saintfield Road, Lisburn, BT27 5PG.. You can contact us by writing to our office address or by email at info@chauffeurroyale.com or by telephone on +44 (0)28 9263 8305.

How we use your personal data

Data protection law says that we can only use personal data if we have a proper reason to do so. For example, these reasons include fulfilling a contract we have with you, when we have a legal duty, when it is in our legitimate interest or when you consent to its use. When data protection law allows us to process your personal data for our own legitimate interests, it is only allowed provided those interests do not override your own interests and/ or your fundamental rights and freedoms.

Our purposes for processing your personal data

We will only ask you for your personal data where it is necessary to fulfil the following purposes. Where providing us with your personal data is optional, we will inform you of this. Our purposes are grouped under our legal bases for processing.

- Entering into and fulfilling a contract between you and us
- Fulfilling our legal obligations
- For our legitimate interests
- Where we require your consent

Retaining your personal data

We will retain your personal data for as long as we are obliged, under relevant legislation and regulation, or where no such rules apply, for no longer than it is necessary for our lawful purposes. This will usually be no more than seven years from the point at which the obligation to retain a record containing your personal data begins. The retention period of your personal data may need to be extended where we require this to bring or defend legal claims. We may also retain data for longer periods for statistical purposes, and if so we will anonymise or pseudonymise this.

Using data processors and transferring your personal data overseas

We may use service providers, agents and subcontractors to provide services on our behalf. This may require these organisations to access and process your personal data. We have listed our third party partners and categories of suppliers we use in Appendices 1 and 2.

From time to time your personal data may be transferred to organisations that are based in countries outside the European Economic Area. In these circumstances, we will ensure they process your personal data only in accordance with the applicable data protection legislation and under strict organisational and contractual controls, specifically EU model clauses. We also use the EU Commission approved EU-US Privacy Shield framework, where appropriate, when personal data is processed on our behalf in the USA. For more information about these controls, please visit <https://ico.org.uk> and search for 'International transfers'.

Your Privacy Rights

You have the right to object to how we process your personal data. You also have the right to see what personal data we hold about you. You can ask us to correct inaccuracies, delete or restrict personal data or ask for some of your personal data to be provided to someone else. These rights are explained in more detail below.

Requests to exercise your rights to your personal data can be made by post or telephone:

Attn. Data Protection Officer
120 Saintfield Road
Lisburn
BT27 5PG

Telephone: +44 (0)28 9263 8305

Your data protection rights are subject to certain restrictions and conditions. We will assess your request and where we decide not to act upon this, we will notify you of our reasons for this. We will not make a charge for handing your rights request, unless we consider this to be manifestly unfounded or excessive (particularly if this is repetitive).

You have the right to complain to us and to the data protection regulator, the Information Commissioner's Office, whose address is: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113. You can find out how to report a concern on their website at: <https://ico.org.uk/concerns/>

Your rights are:

To be informed: You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights. We fulfil this right by giving you this notice.

Access to your personal data: You can request access to a copy of your personal data that we process as a data controller, together with details of why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making.

Right to withdraw consent: If you have given us your consent, you can withdraw that consent at

any time. Please contact us if you want to do so. If you withdraw your consent, we may not be able to provide certain products or services to you. If this is the case, we will tell you.

Right to object: You may object to our processing of your personal data by us, where this processing is based on our legitimate interests or in the public interest. We will assess whether our interest in continuing to process your personal data overrides your rights and freedoms. If not, we will stop processing your personal data. Either way, we will inform you of the outcome.

You have the right to object to direct marketing (including marketing-related profiling) and if you do so, we must stop these types of activities. See "**Marketing**" section below.

Rectification: You can ask us to change or complete any inaccurate or incomplete personal data held about you.

Erasure: This is also known as "the right to be forgotten" and this means that you can ask us to delete your personal data where it is no longer necessary for us to use it, you have withdrawn consent (where applicable), or where we have no lawful basis for keeping it or otherwise using it. There are limited exceptions, for example where we need to use the information to bring or defend a legal claim.

Portability: You can ask us to provide you or a third party with some of the personal data that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred. This is limited to personal data you have provided with your consent or in relation to the products you have with us, and which we process by automated means, such as your account transaction data.

Restriction: You can ask us to restrict the personal data we use about you where:

- it is inaccurate;
- you have asked for it to be erased;
- you have objected to our use of it; or
- where you need this for the bringing or defending of legal claims.

When you have asked us to restrict the use of your personal data we may still store your information but will not use it further without your consent, unless we need to process it:

- to bring or defend legal claims;
- to protect the rights and freedoms of other individuals; or
- for other important public interest reasons.

Automated decision making and profiling

We do not use your personal data in automated processes to make decisions about you.

Marketing

We may use your personal data to tell you about relevant products and offers that we and selected partners think you may find interesting. We can only use your personal data to send you marketing messages if you have given your consent or it is for a legitimate interest (when we have a business or commercial reason to use your information).

You can ask us to stop sending you marketing messages by contacting us at any time, although you will still receive statements and other important information such as changes to your existing products and services.

If you have previously contracted for a Chauffeur Royale product, we will usually contact you after six months to let you know about similar products and promotional offers as it may be that your circumstances have changed and/or you may be eligible for an alternative product. We will follow up further with you for a period of two years for this purpose but when you provide us with personal data at the beginning of the engagement process, you will be given the option to let us know that you do not want your personal data used for direct marketing purposes. If you select this option, we will not send you any marketing material.

Where you have provided your informed consent, we may share your personal data with other companies within the Facilitate Group, who may contact you with offers of products and services which may interest you.

You can change your mind and update your choices at any time by using the “unsubscribe” or “opt out” option in any marketing communication you receive from us or by contacting us in the following ways:

By post: Chauffeur Royale, 120 Saintfield Road, Lisburn. BT27 5PG.
By telephone: +44 (0)28 9263 8305

Links to other websites

Certain hypertext links in this website may lead you to websites which are not under our control. Once you have left our website we are unable to accept responsibility for the protection of any personal data you provide to the owner of that website. You should look at the privacy information applicable to that website.

Keeping up to date

We keep our Privacy Notice under regular review. This notice was last updated in May 2018.

Appendix 1 - Third party partners

We do not currently have any affinity partners.

Appendix 2 - Categories of supplier with whom we may share personal data for our business purposes

- Communications providers – mail, email and SMS text services
- Customer service function providers
- Fraud prevention services
- IT consultants
- IT service providers
- Legal services
- Management consultants
- Market benchmarking service providers

- Market research
- Digital marketing service providers
- Direct marketing service providers
- Marketing insight service providers
- Payment processors
- Professional services firms
- Software providers
- Web analytics service providers
- Website hosting service providers

Cookies Notice

Use of cookies by Chauffeur Royale

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. The information below explains the cookies we use and why.

Universal Analytics (Google)

Cookie name:

_ga
gat UA-78730035-1
_gid

These cookies are used to collect information about how visitors use our website. We use the information to compile reports and to help us improve the website. The cookies collect information in an anonymous form, including the number of visitors to the website, where visitors have come to the website from and the pages they visited. [Read Google's overview of privacy and safeguarding data.](#)

How do I change my cookie settings?

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set, visit www.aboutcookies.org or www.allaboutcookies.org.

Find out how to manage cookies on popular browsers:

- [Google](#)
- [Microsoft Edge](#)
- [Mozilla Firefox](#)
- [Microsoft Internet Explorer](#)
- [Opera](#)

- Apple Safari

To find information relating to other browsers, visit the browser developer's website.

**To opt out of being tracked by Google Analytics across all websites,
visit: <https://tools.google.com/dlpage/gaoptout>**