

Garage Guru Limited ("We") is committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. It also sets out your responsibilities for your processing of personal data when using our Service (as defined below). Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it, and your data protection obligations in respect of your use of the Service. In the event of a conflict or disagreement between this Privacy Policy and the terms of use, the terms of use will prevail.

Information We collect from you

If you decide to register with and use Garage Guru (the "Service") you will be asked to provide certain information about yourself including your name and contact details. By submitting your personal information, you consent to the collection, use and transfer of your information in accordance with the terms of this privacy policy.

We may also collect information about your usage of the Service, as well as information about you, from emails phone calls or letters that you send to us or from information you post on our Website. We only use this information in accordance with this privacy policy.

Use of your personal information

We will only use your personal information for the following purposes:

- to enable us to provide you with access to the Service and to use the Service and to enable you to download information and materials from the Service; the registration form, to contact you with our newsletter and other email updates;
- to make you occasional offers of Garage Guru products or services or to make you aware of other products or services offered by us from time to time;
- to produce reports, statistics and analysis of the types of people who access the Website;
- to contact you for your views on the Software and to notify you occasionally about important changes or developments to the Software; and
- to administer, support, improve and develop our Software.

If you change your mind about being contacted in the future, please let us know and we will remove you from our mailing list.

We reserve the right to use the name and/or logo of the company you work for in publicity material, advertising or marketing collateral, unless you specifically tell us otherwise. Your name, address details and all other personal information will remain confidential at all times.

Garage Guru does not store your credit card details

If you choose to pay for the Service using a Credit Card, your credit card details are not stored by us and cannot be used by our staff.

Your credit card details are encrypted and securely stored by PayPal Web Payments Pro, a division of PayPal Europe to enable us to automatically bill your credit card on a recurring basis.

You can opt-out of any email communications

We send billing information, product information, service updates and regular customer newsletters to registered users via email.

Where appropriate email communication will contain clear and obvious instructions describing how the user can opt to be removed from the mailing list. We will promptly remove any user upon request.

Disclosure of your information

We follow strict guidelines in the storage and disclosure of information which you have given us, to prevent unauthorised access. We comply with the laws of the countries from which we operate.

We do not disclose your personal data to any third party except to the extent that we may disclose your personal data to third parties (whether in the UK or elsewhere) for the purposes of providing Services from us. They supply the hardware infrastructure, storage and associated services necessary for us to provide the Service. All data submitted to third parties will be encrypted using SSL technology.

We may also disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your signup data to the prospective seller or buyer of such business or assets.
- If Garage Guru Limited or substantially all of its assets are acquired by a third party, in which case data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of Garage Guru Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Please note that this may include the transfer of your data to one or more countries outside the UK.

By using the Website and/or the Service you consent to our third party service partners having access to your personal data, including those outside the European Economic Area (EEA). We always ensure that your data is only transferred in full accordance with UK data protection laws. In particular, this means that your data will only be transferred to a country that provides an adequate level of protection (for example, because the European Commission has determined that a country provides an adequate level of protection). It may also be processed by staff operating outside the EEA who work for one of our suppliers. Such staff maybe engaged in, among other things, the processing of your payment details and the storage of your personal data. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. You agree to keep confidential and not to disclose to any other individual or individuals for all time the access details related to your Garage Guru account.

About Cookies

A cookie is a text-only string of information that is stored by your browser when you navigate around a website. Cookies are required to use the Garage Guru service and are used in the following ways:

- To keep a session open after a user logs in. This cookie will automatically expire after 30 minutes of inactivity or when the user explicitly logs out.
- To compile anonymous, aggregated statistics that allow us to understand how users use our site and to help us improve the structure of our website. We cannot identify you personally in this way.
- When a user has enabled 'Remember Me on This Computer' a cookie allows the user to access their account without logging in each time. This cookie is removed when the user explicitly logs out.

These cookies contain no personal information, but clearly users shouldn't enable 'Remember Me' when using a publicly-accessible computing device or terminal.

You own your data

Our Service, Garage Guru, is an online customer relationship management system which stores information as provided or entered by you (company or individual). We will only store information that is entered by the users of your organisation, or automatically imported at a user's instruction. The data entered, or imported on instruction, by the users of an organisation remains the property of you and we will not use nor make available for use any of this information without permission from you.

You control who has access to your data

The data entered, or imported on instruction, by the users of your organisation is stored securely in a database and is only accessible to the approved users of your organisation. Your administrator (the "Administrator") will have full control over who is invited to be a user. Security credentials such as an RFID tag or where applicable user name and password combination are required in order to access your information in the Service.

It is the user's responsibility to keep their RFID tags and passwords safe. It is the Administrator's responsibility to ensure that any users that are invited to use the Service have permission to view your information stored in the Service. Neither our staff nor our third party service partners have access to any user passwords and are therefore unable to access the organisation's account or data without receiving an invitation from the Administrator.

You represent, warrant and undertake that when using the Service you will at all times comply with all applicable local and national laws including but not limited to those relating to privacy and the processing of personal data and other information. You agree to promptly comply with any request from us requiring you to amend, transfer and/or delete any information recorded by you on our Service. You also agree to provide us with full co-operation and assistance in relation to any complaint, notice or communication which relates directly or indirectly to the processing of personal data or other information or to your compliance with any applicable local and national laws.

You agree to indemnify us and keep us indemnified and defend us at your own expense against all costs, claims, damages or expenses incurred by us or for which we may become liable due to any failure by you (or your employees or agents (where applicable)) to comply with your obligations under this Privacy Policy.

Your data is sent securely across the internet

Our servers use SSL security certificates so all data transferred between your users and our servers is encrypted. However, the internet is not in itself a secure environment. Users should only enter, or instruct the importation of, data to the database within a secure environment. This means that the user's browser must support the encryption security used in connection with our servers.

Garage Guru will give you access to your data at any time

On request, we will provide the Administrator with a full export of your data in a common file format determined by us.

Your data may be permanently deleted by us after you stop paying to use the Service, or at the Administrator's request.

We monitor system usage

Garage Guru have access to and may use aggregate information such as number of associated users, number of transactions and billing information for the purpose of billing and monitoring server and software performance as well as for other internal purposes.

We will never access the details of any information entered and stored in the Service. We will never access system usage history for a specific identifiable user, except where granted permission by the user to assist with resolution of a system issue or error.

Our staff may access non-identifying and aggregated usage information and transaction volumes in order to better understand how our customers are using the Service so we can improve the system design and where appropriate have the system prompt users with suggestions on ways to improve their own use of the system. All aggregated usage information is stored in a secure data warehouse facility.

You are responsible for checking the privacy policy of any third-party websites we link to

Our Website may contain links to third-party websites. We take no responsibility for the privacy practices or content of these websites.

This policy may be updated from time to time

We reserve the right to change this policy at any time and any amended policy will be posted on our Website.

For the purpose of the Data Protection Act 1998, the data controller is Garage Guru Limited, a private Limited Company registered in England and Wales with number 07164617 whose registered office is at; Boho One, Bridge Street West, Middlesbrough, Cleveland, TS2 1AE.

Questions, comments and requests regarding this privacy policy are welcomed and should be forwarded by email to info@garageguru.co.uk