

Privacy Policy

When you use this system, we may collect and store information about your visit on an anonymous, aggregate basis. This information may include the time and length of your visit, the pages you look at on our sites and the site you visited just before coming to ours. We may also record the name of your internet service provider. We use this information only to measure site activity and to developing ideas for improving our site.

The customer information you provide, such as name, address, telephone number and email address, will be used to process and maintain the products we administer. We may store and use this information for marketing research and other marketing purposes, which may include sharing it with other companies. Any company we share this information with is contractually required to comply with confidentiality standards and data protection laws in the UK.

We will not share any information with any unaffiliated third party for their independent use and will never sell this information to any other company. We may disclose personal information without your permission when we are legally required to do so, for example, a court order, for the purposes of prevention of fraud or another crime or in order to establish, exercise or defend our legal rights.

Cookies and IP addresses

When you use this system we may store certain information on your computer. This information will be in the form of a "cookie". A cookie is a small text file that a website transfers to your computer hard disk. Cookies neither reveal nor contain any identifying or personal data. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you. Cookies cannot be used to run programs or deliver viruses to your computer.

An IP address is a series of numbers that identifies a computer on the Internet. We use IP addresses to monitor our website and to anonymously report on site activity.

By using cookies, and by analysing IP addresses, we gather anonymous, aggregate information about your visit to our website. This information allows us to measure site activity and to create ideas for our site and may include the time and length of your visit, the web pages you view on our site, the website you visited just before coming to ours and your Internet service provider.

Monitoring

Monitoring or recording of your calls, emails, text messages and other communications may take place in accordance with English law, and in particular for business purposes, such as for quality control and training; processing necessary for the entering into or the performance of a policy; to prevent unauthorised use of our systems and web sites; to ensure effective systems operation; to meet any legal obligation; in order to prevent or detect crime; and for the purposes of the legitimate interests of the data controller.

Customer Data

In processing and managing this agreement, we will collect, transfer and store the information provided in our secure servers based in the United States of America. We have taken measures to ensure that there is an adequate equivalent level of protection in the U.S.A. in accordance with legislation in the United Kingdom.

In compliance with the Data Protection Act 1998, the customer is entitled to ask us to amend our records about them if they are not correct, and they may request a copy of the information we hold about them by applying to us in writing addressed to: Compliance Officer, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire, BD3 7AG or by emailing CCPH_DPA@carcareplan.co.uk. We may charge you the statutory fee of £10 for this service.