

# General Data Protection Regulation (GDPR) Policy

## 1. Introduction

We at **Llandow Tuning** are committed to protecting and respecting your privacy. This policy explains how we collect, store, and handle your personal data in compliance with the General Data Protection Regulation (GDPR).

## 2. Data Controller

**Llandow Tuning**

[enq@tuning.wales](mailto:enq@tuning.wales)

**01446 355001**

## 3. Data We Collect

We may collect and process the following personal data:

- Name
- Email address
- Phone number
- Address
- Payment details
- IP address and device information
- Vehicle details (make, model, registration, modifications)
- Pictures of your vehicle
- Pictures of yourself (if provided)
- Any other information you provide to us

## 4. How We Use Your Data

We use your data for:

- Processing orders and providing services
- Responding to inquiries or customer service requests
- Sending marketing communications (if consent is given)
- Improving our website and services
- Preventing fraud, unauthorised activities and replying to reviews
- Fulfilling legal obligations

## **5. Legal Basis for Processing**

We process your data under the following legal bases:

- Contractual necessity
- Consent (where required)
- Legitimate interests
- Legal obligations

## **6. Data Sharing and Disclosure**

We do not sell your data. We may share your information with:

- Service providers and business partners
- Payment processors
- Regulatory and legal authorities (if required by law)
- Images or details of your vehicle may be shared for marketing, social media, or promotional purposes
- Where we suspect fraudulent or illegal activity, we may publish information regarding any transactions with you on our website or social media channels
- We will share any technical information online where we need to respond to reviews.

## **7. Data Retention**

We retain personal data for as long as necessary to:

- Provide services
- Comply with legal obligations
- Resolve disputes
- Enforce agreements
- Deal with online reviews

## **8. Your Rights**

You have the right to:

- Access your data
- Correct inaccurate data
- Request deletion of your data

- Restrict processing of your data
- Object to data processing
- Data portability
- Withdraw consent (where applicable)
- Lodge a complaint with a data protection authority

## **9. Cookies and Tracking Technologies**

We use cookies to:

- Improve user experience
- Analyse website traffic
- Provide targeted advertising (where applicable)

You can manage your cookie preferences through your browser settings.

## **10. Data Security**

We implement appropriate technical and organizational measures to ensure the security of your data and protect it against unauthorized access, loss, or damage.

## **11. International Data Transfers**

If we transfer your data outside the European Economic Area (EEA), we ensure adequate protection is in place, such as standard contractual clauses.

## **12. Changes to This Policy**

We may update this policy from time to time. Any changes will be posted on this page with an updated revision date.

## **13. Contact Us**

If you have any questions about this GDPR policy or your personal data, please contact:

**Llandow Tuning**

[enq@tuning.wales](mailto:enq@tuning.wales)

**01446 355001**