

## Privacy Policy

Right Hand Motor LTD is committed to protecting your privacy and ensuring that your personal data is handled securely, fairly, and transparently. This Privacy Policy explains how we collect, use, store, and protect your information, as well as the rights you have under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### 1. Who we are

The data controller is:

Right Hand Motor LTD  
Epping Lane, Shalesmere, Romford, RM4 1ST  
☎ 07756 151620  
✉ [righthandmotor@gmail.com](mailto:righthandmotor@gmail.com)

If you have any questions about this Privacy Policy or how we handle your personal data, please contact us using the details above.

### 2. What information we collect

We may collect and process the following types of personal data:

Identity & contact details (name, address, email, phone number)

Transaction details (vehicle purchase, part exchange, warranty, finance applications)

Financial details (where required for finance agreements or payments)

Employment information (if you apply for a role with us)

Digital information (such as website or social media enquiries, cookies, and marketing preferences)

### 3. How we use your personal data

We process your data only where it is lawful and necessary. This includes:

Processed under Contract:

To respond to enquiries and provide quotations.

To process the sale or purchase of vehicles, goods, or services.

To arrange finance applications via authorised third-party lenders.

Processed under Legal Obligation:

To issue invoices, maintain accurate records, and meet HMRC requirements.

To comply with employment, consumer, and financial regulations.

#### Processed under Legitimate Interests:

To improve our services, manage our business operations, and ensure customer satisfaction.

To prevent fraud or misuse of our services.

#### Processed under Consent:

To send you marketing updates, offers, and promotions, if you have opted in.

To personalise your experience across our website, email, and social media channels.

#### 4. Who we share your data with

We only share personal data when it is strictly necessary, such as:

With trusted third parties (e.g. finance providers, warranty companies, insurers, accountants, website & software providers).

When you have given explicit consent.

Where we are legally required to share information with regulators or authorities.

All third-party partners are required to comply with UK GDPR and may not use your data for their own purposes.

#### 5. How we store and protect your data

Your personal data is stored securely on encrypted systems and protected against unauthorised access, loss, or misuse. We use secure communication methods and restrict access to authorised staff only.

We retain personal data for the following periods:

Sales and financial records: 7 years (to comply with HMRC requirements).

Marketing data: until you withdraw consent.

Job applications: up to 6 months unless you consent to us keeping it longer.

#### 6. Your rights

You have the following rights under UK GDPR:

Right to access your personal data.

Right to request correction of inaccurate data.

Right to request erasure (in certain circumstances).

Right to restrict processing.

Right to data portability.

Right to object to processing (including direct marketing).

Right to withdraw consent at any time.

To exercise these rights, please contact us in writing at the details provided in section 1.

#### 7. Cookies and online activity

If you use our website or social media platforms, we may use cookies and analytics tools to improve your browsing experience and understand visitor behaviour. You can control cookie preferences through your browser settings.

#### 8. Complaints

If you have concerns about how we use your personal data, please contact us first so we can resolve the issue.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):  
[www.ico.org.uk](http://www.ico.org.uk)

#### 9. Updates to this policy

We regularly review and update this Privacy Policy to reflect changes in the law and our business practices.

This policy was last updated in September 2025.