

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

01443 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 and unauthorised activities
- 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

7. Data Retention

We retain personal data for as long as necessary to:

- Provide services
- Comply with legal obligations
- Resolve disputes
- Enforce agreements

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
- Analyze 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

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