

AutoFlow Ltd

GDPR Privacy Notice

Last updated 24/05/2018

AutoFlow Ltd takes its obligations concerning data protection seriously. We are providing this notice so you have information about how we collect and process your personal data. We ask you to please read this Privacy Notice as it has important information you need to know.

What does our company do?

AutoFlow Ltd is a software development company which creates desktop and mobile applications for other businesses within the vehicle body repair industry. We work with vehicle body repairers, motor insurance companies, managed repair networks and fleet management companies to provide and support the applications we develop. We also work with contracted suppliers to provide us with the data warehousing and software development tools to create and maintain the systems and services we offer.

What information do we collect and process?

We do not collect any Personal Data beyond that which is submitted into our website to fulfil direct requests. In providing services to the vehicle body repair industry we may process Personal Data which another entity has collected which, depending on the insurance company or vehicle body repairer may include:

- Your full name and contact information (address, town, postcode, email and phone number)
- Your insurance policy details (including VAT status and insurance excess)
- Your insurance company (if our work is part of an insurance claim)
- Your vehicle information (make, model, registration number)
- Images of your vehicle either taken by you or by your vehicle body repairer
- Your work address and contact information
- Your calls and correspondence with us and our customers
- Your feedback

Personal data will be passed to us by your insurance company, fleet manager, accident management company, or vehicle body repairer.

Why do we need your personal data?

AutoFlow Ltd processes personal data about you for a number of purposes, including:

- To transmit your details from your insurance or accident management company to your vehicle body repairer
- To keep you and your insurance or accident management company updated with the progress of the repairs to your vehicle

This list is not exhaustive and may be updated from time to time. We do not 'trade' in your personal data and will not sell or rent your details.

Who will your personal data be shared with?

AutoFlow Ltd provides services to a number of vehicle manufacturers, insurance companies and accident management companies. We may share your basic personal data, such as name, claim number and vehicle details with the relevant company you are connected with to provide the service you have requested.

Your personal information will only ever be made available to third parties if specifically requested by the company managing the repairs to your vehicle or the company carrying out the repairs to your vehicle, such as loan car providers, auditors and compliance managers. In an encrypted form your data may also be provided to certain IT hosting, network monitoring and maintenance providers. These companies perform their functions on our behalf in accordance with the services we have requested and contract terms imposed.

We may also disclose specific information upon lawful request by government authorities, law enforcement and regulatory authorities where required or permitted by law.

In the event that we sell our business, we may share your details with the buyer to enable them to fulfil the service we have agreed with you.

Your personal information will not be transferred to, stored or otherwise processed outside the UK.

Do we get involved in direct marketing?

AutoFlow Ltd does not take part in any direct marketing activities. We hope that the quality of our service and people will be enough for our customers to recommend us to others and view our website.

What rights do you have to amend personal data?

You have the right to review the personal data held by us and have inaccurate information about you corrected. To understand more about our data processing activities, to request access to your personal information, or to ask us to remove any personal data held by us (your right to be forgotten) please complete a subject access request form which is available to download from <https://autoflow.ltd.uk/wp-content/uploads/2018/05/SubjectAccessRequest.pdf> and post it to our address on the form or email it to dataprotection@autoflow.ltd.uk

How long do we keep your personal data?

AutoFlow Ltd will only keep your details on record for as long as it is necessary to provide the services relating to the repairs to your vehicle and the claim management procedures of your insurance or accident management company. They are then deleted in accordance with data protection and other applicable legislation, and in any event after 3 years of the claims conclusion.

Changes to this Privacy Notice

AutoFlow Ltd may change this Privacy Notice from time to time in order to reflect changes in the law.