

Data Protection Policy

Definitions:

We: Caledonian Independent Leasing Limited

You: Any person or firm (Corporate Body) having direct contact with Us in the course of any business or transaction.

We are Caledonian Independent Leasing Ltd, company number SC168296 and whose registered office is 9 Hilton Terrace, Bishopbriggs, Glasgow, G64 3HB. We take the privacy of Our customers very seriously. We ask that You read this Privacy Policy ('the Policy') carefully as it contains important information about how We will use Your personal data.

For the purpose of the Data Protection Act 2018 ('the DPA') and General Data Protection Regulation ('GDPR'), We are the 'data controller' (i.e. the company who is responsible for, and controls the processing of, Your personal data).

Personal data We may collect

We will obtain personal data about You (including but not limited to Your name, address, contact information, interests, payment details, opinions) and those whose personal data You have with express authority disclosed to Us ('Others') whenever You complete an application form or make a telephone enquiry with Us to receive Our services.

We may also obtain sensitive personal data about You or others if You volunteer it during the completion of an application form or telephone enquiry. If You volunteer such information, You will be consenting to Our processing it for the purpose of carrying out Our business activities for Your benefit and for dealing with whatever business resulted in You providing the data to Us.

How We use personal data

We will use the personal data You disclose to Us for the purposes below:

- To assist Us in processing Your enquiries and obtaining the services which You require
- To help Us identify You and any accounts You hold with Us
- Undertaking credit checks
- Administration and audits
- Fraud prevention and detection
- Billing and order fulfilment
- Security vetting
- Improving Our services

Website

Our website does not use cookies and does not collect any information from You. It is simply a reference point to explain Our services and offers.

Monitoring

We may monitor and record communications with You (such as telephone conversations and emails) for the purpose of quality assurance, training, fraud prevention and compliance.

Your rights

You have the right to request access to Your personal data which We process free of charge, but charges may apply for excessive requests. If You wish to exercise this right You should:

- put Your request in writing;
- include proof of Your identity and address (e.g. a copy of Your driving licence or passport, and a recent utility or credit card bill);
- specify the personal data You want access to.

You have the right to require Us to correct any inaccuracies in Your data free of charge. If You wish to exercise this right You should:

- put Your request in writing
- provide Us with enough information to identify You (e.g.name, registration details etc); and
- specify the information that is incorrect and what it should be replaced with.

You have the right to be forgotten as long as You have no existing agreements with Us, to comply with the Financial Conduct Authority we will hold onto Your data for 4 years after the end of Your last/final agreement arranged by Us. At the end of this period, We will destroy any data we hold on You. You have the right to make a complaint and we will provide You with our Complaints Handling Policy and You can also write to the supervisory body, The Information Commissioners Office (ICO).

Disclosure of personal data

We may disclose personal data which You provide to Us to:

- Law enforcement agencies in connection with any investigation to help prevent unlawful activity
- Our business partners in accordance with our IDD
 - Finance companies with whom We deal for the purposes of providing Our services to You
 - Insurance companies with whom We deal for the purposes of providing Our services to You and to verify information provided to Us by You
- Any regulators within whose jurisdiction We operate from time to time

Please be aware that We will not sell or otherwise disclose any personal data provided to Us to any other party without Your express permission.

Keeping data secure

We currently safeguard personal data by storing it on a secure computer system and shall ensure We use technical and organisational measures to safeguard personal data which is disclosed to Us. Whilst We will use all reasonable efforts to safeguard such personal data, You acknowledge that the use of the internet is not entirely secure and for this reason We cannot guarantee the security or integrity of any personal data which is transferred from You or to You via the internet.

Information about other individuals

If You give Us information about Others, You confirm that the other person has appointed You to act on his/her behalf and has agreed that You can.

Marketing

From time to time We may need to contact You regarding information for Your existing agreements. We also would like to keep in touch by phone and email from time to time with offers and industry updates.

We will NEVER pass Your details to any third party for the purpose of marketing.

I am happy to hear from Caledonian Leasing about new vehicle offers from time to time. Please Initial in the box.

We will hold onto Your data for 4 years after the end of Your last/final agreement.

**If you consent to the use of Your data for the purposes explained in Our Privacy Policy
Please sign below to confirm –**

Print Name - _____

Signed - _____

Date - _____