

Vehicle Check Privacy Policy

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1. Who are we?

Vehicle Check is brought to you by Experian Limited (company number 00653331) whose registered office is at The Sir John Peace Building, Experian Way, NG2 Business Park, Nottingham, NG80 1ZZ

Experian Ltd is authorised and regulated by the Financial Conduct Authority.

2. What is our commitment to you?

Protecting the privacy of your personal information is of importance to us. We believe that responsible stewardship of the information entrusted to us is crucial in developing and maintaining the public trust essential for our continued success. We are sensitive to your privacy concerns, and are committed to letting you know:

1. What information is being collected on our websites;
2. How that information is collected;
3. How the information is being used; and
4. What choice you have regarding cookies and your personal information.

All information supplied by you online to this website and in any application(s) will be used and protected by us in accordance with current data protection law and this Privacy Policy. This Privacy Policy does not apply to any other products and services offered through other channels.

Please take a moment to review our Privacy Policy. If you have any queries about our Privacy Policy or any other aspect of our website, services or products, please contact us at

support@vehiclecheck.co.uk

3. What information do we collect?

In order to provide you with the services you require and to keep you up to date with other products and services we think you might be interested in, we may collect and keep a record of personal information. This information may include (amongst other things): your name, address, e-mail address, telephone/mobile, vehicle registration and other vehicle specific information, credit card/bank or other payment details.

In order for us (or a member of our Group or other chosen third parties working on our behalf) to be able to monitor and improve our website, we may gather certain information about when and how you use our services, including details of your domain name and IP address, operating system, the browser, and website that you visited prior to our website.

4. How is information collected?

We may collect personal information from you (1) when you agree to take a service or product from us and complete an online enquiry/application form, (2) when you browse our website, and/or (3) when you contact us.

Cookies and similar devices such as web bugs may be used by us to provide you with information from our website. A cookie is an element of data that a website can send to your browser, which may then store it on to your system. We use cookies to help us (a) understand volumes of visitors looking at particular web pages and advertisements, (b) determine how frequently particular web pages are visited, and (c) determine the most popular areas of our website. Cookies may also allow us to make our website more stable so that we can give you a better and more user friendly experience when you return to our website.

We do not use cookies to record other information on individuals. Most web browsers automatically accept cookies. You do not have to accept cookies and you should read the information that came with your browser software to see how you can set up your browser to notify you when you receive a cookie; this will give you the opportunity to decide whether or not to accept it. If you choose to disable cookies, you may not be able to access certain features of our website.

5. What is the information we collect and how do we use it?

We (or members of our Group) may use the information we collect about you for a variety of purposes including (amongst other things):

- Processing your Vehicle Check search and providing you with the services and/or products you have requested.
- Processing your payment for the products and services you order from us.
- Storing your information in connection with the data guarantee applicable to the Vehicle Check service, in case it is required with regard to a claim on that data guarantee, in which case we shall also process your information.

- Contacting you by e-mail and post and keeping you up to date in respect of the Vehicle Check service. We may also contact you by e-mail to inform you about other services and products offered by (a) us, or (b) our Group, or (c) selected third parties that we think might be of interest to you. If you do not wish to be contacted by us in this way, please see the Opt Out section below for further details.
- Provided you have agreed to be contacted by third parties on our Website, we may disclose your information to carefully selected third parties whose services and products we think might be of interest to you. If you do not wish to us to disclose your information in this way, please see the Opt Out section below for further details.
- Dealing with your requests and enquiries.
- Carrying out customer and market research.
- Carrying out analysis.
- Maintaining our records and for other administrative purposes.
- Tracking activity on our website.
- Protecting our websites and systems against unauthorised access.
- Improving the quality of our service.
- Fraud/loss prevention purposes.

We may also supplement the information that you provide to us with information that we receive from third parties.

6. Do we share your information with third parties?

We may disclose any of the information that we collect to other companies within the Group and to those third parties referred to in the section below. Except as provided below, we do not share information with any other third party.

- We may disclose all of the information we collect (as described above) to companies that perform services on our behalf such as credit card processors, data management firms or call centre providers and data may be hosted outside the European Economic Area by such companies.
- We may disclose any of the information we collect to the police or other public sector bodies with authority to request such information, insurance companies, finance companies, and/or other fraud prevention agencies for the purpose of preventing fraud/loss.
- We may use carefully selected third parties (including members of our Group) to carry out certain of the activities outlined in the Section entitled "What is the information we collect used for and how do we use it?" for and on our behalf from time to time.

- Where you have used Vehicle Check in conjunction with a third party promotion (such third party having been previously selected by you), we may disclose any of the information we collect (as described above) to such third parties for the purposes of processing payment, management information and campaign analysis.
- In accordance with your Opt-In instructions we may disclose all of the information we collect (as described above) to carefully selected third parties for the purpose of those third parties contacting you and marketing their own products and services to you.

This website may contain links for other offers and services that we consider may be of interest to you. We believe these sites share a similar commitment to consumer privacy and urge you to review their privacy policy when visiting their websites. We cannot, however, be responsible for the content of these websites or their privacy and data use practices.

7. Do we protect your information?

We restrict access to your personal data to those employees (including employees and officers of our Group), and third parties, who need to know that information to provide products or services to you. We maintain physical, electronic, and procedural safeguards to protect your personal data.

Security

We protect the information you provide over the Internet by using secure web server technologies, which allows web browsers to interact with our web server via an encrypted session. We employ a Secure Sockets Layer (SSL) connection that provides an encrypted connection between your computer and us. The 128 bit encrypted connection scrambles ordinary text or data into cyphertext to safeguard sensitive information during its journey across the Internet. The information is decrypted, or put back into a readable format, when it reaches its intended destination. When you visit the Vehicle Check website you may move in and out of secured areas. Any time that you are on a registration page or providing us with your payment details, you will be in a secured area.

Data Transfers

Because we operate throughout the world in providing our goods and services, this may involve us transferring your personal information to countries whose data protection laws do not provide the same level of protection as those in the UK. If we do so, we will ensure that an agreement is in place in which anyone to whom we pass the information agrees to treat it with the same level of protection as if we were dealing with it.

8. Personal data and your rights

If we collect any personal data from you, you have the right to receive information about the personal data we hold about you (for which we may charge a small fee). The statutory fee is currently £10.00.

9. Opt-out

If at any time you decide that you do not or no longer wish

(1) to receive information from us which is intended to keep you up to date regarding (a) the Vehicle Check service or (b) other services and products offered by us or our Group or offered by carefully selected third parties that we think might be of interest to you, or

(2) us to disclose your information to carefully selected third parties so that those third parties can contact you directly regarding their own services and products, you are entitled to "opt-out" of this process by e-mailing support@vehiclecheck.co.uk with the subject matter stated as "Do not contact me". Alternatively, you can write to us at: Vehicle Check Service Support, Experian Automotive, Sir John Peace, Experian Way, NG2 Business Park, Nottingham, NG80 1ZZ.

10. Changes to this Privacy Policy

Our Privacy Policy will be reviewed and enhanced from time to time and you should check this page regularly to see our most up to date policy.