PRIVACY POLICY

Introduction

This privacy policy explains how F.A.B Van & Taxi Accessories Limited uses and protects personal data when individuals use our website, contact us, request a quotation, place an order, or otherwise communicate with us about our goods and services.

1.Important information and who we are

Privacy policy

This privacy policy explains what personal data we collect, why we use it, who we may share it with, how long we keep it, and what rights you have.

This website is not intended for children and we do not knowingly collect data relating to children.

Controller

F.A.B Van & Taxi Accessories Limited is the controller and responsible for your personal data. In this privacy policy, “we”, “us” and “our” refer to F.A.B Van & Taxi Accessories Limited.

Our registered and trading address is Unit 4, 5c Business Centre, Concorde Drive, Clevedon, BS21 6UH.

If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact us using the details set out in the contact details section.

2.The types of personal data we collect about you

Personal data means any information about an individual from which that person can be identified.

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

- **Identity Data** includes your name, business name, job title, customer account reference number, vehicle owner details and, where relevant, company role.
- **Contact Data** includes your postal address, email address, telephone number and other contact details you provide to us.
- **Financial Data** includes payment records, bank details where required, invoices, receipts and transaction information.
- **Transaction Data** includes details of quotations, orders, bookings, vehicle conversion work, delivery information, handover records, warranty records and services purchased from us.
- **Technical Data** includes IP address, browser and device information, pages visited, date and time of access, website usage information and analytics data.
- **Communication Data** includes enquiry details, messages, emails, social media messages, comments, public reviews and records of our communications with you.
- **Vehicle Data** includes vehicle make, model, registration number, vehicle details, conversion specifications, build details, modification details and inspection or certification records.

We may also use combined or anonymous information, such as website statistics. This helps us understand how people use our website and improve our services. This information does not identify you.

3.How is your personal data collected?

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We collect personal data directly from you when you complete a website enquiry form, contact us by phone, email, post, social media or online review platform, request a quotation, make a booking, place an order, provide vehicle conversion requirements, arrange payment, or ask us to provide aftercare or warranty support.

- We may collect Technical Data automatically through our website, hosting platform, cookies and analytics tools when you use the website.
- We may receive personal data from payment providers, accountants, IT service providers, delivery providers, parts suppliers, certification bodies, inspection bodies, Google, social media platforms and website hosting providers where this is needed for our business activities.
- Where relevant, we may collect information from public review platforms, social media platforms or public sources when you choose to interact with us publicly.

4.How we use your personal data

Legal basis

Data protection law says we must have a valid reason for using your personal data. We normally rely on one of the following reasons:

- **Contract:** where we need to use your information to provide a quotation, process an order, complete work, take payment or provide aftercare.
- **Legitimate interests:** where we need to use your information to run our business, respond to enquiries, manage customer relationships, protect our website, prevent fraud or improve our services. We always consider your rights before relying on this reason.
- **Legal obligation:** where we need to use or keep your information because the law requires us to do so, for example for tax, accounting, safety or regulatory reasons.
- **Consent:** where you have clearly agreed that we can use your information for a specific purpose, such as receiving email marketing.

Purposes for which we will use your personal data

The table below explains the main ways we use personal data, the types of data involved, the reason we use it and how long we normally keep it.

Purpose or use	Type of data	Legal basis and retention period
Responding to enquiries received through the website, email, telephone, social media or review platforms.	Identity, Contact, Communication and Technical Data.	Legitimate interests, to respond to enquiries and provide information about our goods and services. Website enquiries are retained for 12 months after last contact where no ongoing relationship is formed.
Preparing quotations and setting up customer records following acceptance of a quotation.	Identity, Contact, Transaction and Communication Data.	Performance of a contract or steps taken before entering into a contract. Quotations are retained for 2 years after expiry and customer records are retained for 6 years after the customer relationship ends.

Managing customer orders, bookings, vehicle conversions, delivery, handover and aftercare.	Identity, Contact, Transaction, Communication and Vehicle Data.	Performance of a contract. Order, job, completion and handover records are generally retained for 6 years after completion. Vehicle build, modification, safety and certification records may be retained for 10 years after completion.
Managing payments, invoices, accounting records, VAT and statutory financial reporting.	Identity, Contact, Financial and Transaction Data.	Performance of a contract and legal obligation. Financial, invoicing, VAT and accounting records are retained for 6 years after the end of the relevant financial year.
Managing supplier invoices, supplier contacts and business payments.	Identity, Contact, Financial and Transaction Data relating to supplier contacts, sole traders and individual suppliers.	Performance of a contract. Supplier payment and invoice records are retained for 6 years after the end of the financial year.
Maintaining customer contact details for ongoing relationship management and service communications.	Identity, Contact and Communication Data.	Legitimate interests, to maintain customer relationships and provide relevant service communications. Records are reviewed after 2 years of inactivity.
Maintaining our website, monitoring website use, improving online services and protecting website security.	Technical and Usage Data.	Consent where required for non essential cookies and legitimate interests for website security and service improvement. Analytics data is retained for a maximum of 26 months unless anonymised.
Managing social media messages, comments and public reviews.	Social media usernames, profile names, public review content, messages, comments and publicly available profile information.	Legitimate interests, to promote the business, respond to public feedback and manage our reputation. Social media interactions are retained for 12 months after last interaction and public review records for 2 years after closure.

Direct marketing

We may use your contact details to respond to your enquiry, provide service communications, manage customer relationships, and send relevant business communications where permitted by law. We do not sell personal data to third parties for marketing purposes.

We may use information we already hold to understand which products or services may be relevant to you. We only send marketing where the law allows us to do so.

Third-party marketing

We will get your express consent before we share your personal data with any third party for their own direct marketing purposes.

Opting out of marketing

You can ask us to stop sending you marketing communications at any time by contacting us using the details in this policy.

If you opt out of receiving marketing communications, you may still receive service communications that are needed for administrative or customer service purposes.

Cookies

For more information about the cookies we use and how to manage your cookie preferences, please see our cookie policy.

Our website may use essential cookies, analytics cookies and third party content cookies, including those connected with website hosting, Google Analytics, Mapbox and YouTube where these services are enabled.

5.Disclosures of your personal data

We may share your personal data where necessary with the parties set out below for the purposes explained in this privacy policy.

- Internal staff who need access to your information to respond to enquiries, prepare quotations, manage bookings, complete work, provide aftercare, issue invoices or manage customer relationships.
- Website hosting providers, IT support providers, analytics providers, social media platforms, Google, payment providers, accountants, finance software providers, delivery providers, parts suppliers, certification or inspection bodies, and legal or regulatory bodies where required.
- HM Revenue & Customs, regulators, courts, insurers, professional advisers or law enforcement agencies where we are required or permitted to disclose information by law.
- Third parties involved in a business sale, transfer, merger or restructuring, where your personal data may be transferred as part of that process.

We expect anyone we share personal data with to keep it secure and use it only for the agreed purpose. We do not allow service providers to use your personal data for their own purposes.

6.International transfers

We do not intentionally send your personal data outside the UK unless suitable protections are in place.

7.Data security

We use appropriate security measures to protect personal data, including restricted access, password protection, multi factor authentication where available, secure backups, locked storage for paper records and access controls for electronic records. Access is limited to staff, contractors and service providers who need the information for a legitimate business purpose.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

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8.Data retention

How long will you use my personal data for?

How long we keep personal data depends on why we collected it. For example, website enquiries are normally kept for 12 months after last contact, quotations for 2 years after expiry, and customer, order, handover and finance records for 6 years where needed for contract, accounting or legal reasons. Vehicle build, modification, quality, safety and certification records may be kept for 10 years after completion. Website analytics data is normally kept for up to 26 months unless it has been made anonymous.

We only keep personal data for as long as we reasonably need it. We may keep it for longer if we need it to deal with a complaint, legal claim, tax matter, accounting requirement or regulatory issue.

When deciding how long to keep personal data, we consider what the information is, why we need it, how sensitive it is, any legal requirements, and whether we can achieve the same purpose without keeping the data.

9.Your legal rights

You have rights over your personal data. These rights are explained below in plain English.

You have the right to:

- **Access:** you can ask for a copy of the personal data we hold about you.
- **Correction:** you can ask us to correct personal data that is wrong or incomplete.
- **Erasure:** you can ask us to delete your personal data in certain circumstances. We may not always be able to do this if we need to keep the information for legal, accounting, safety or other valid reasons.
- **Objection:** you can object to us using your personal data where we rely on legitimate interests. In some cases, we may still need to use the information if we have a strong lawful reason.
- **Marketing objection:** you can ask us to stop using your personal data for direct marketing at any time.
- **Data portability:** you can ask us to transfer certain personal data to you or to another organisation in a commonly used electronic format.
- **Automated decisions:** you have rights if a decision is made about you using only automated processing. We do not currently make decisions about individuals in this way.
- **Withdraw consent:** if we rely on your consent, you can withdraw it at any time.
- **Restriction:** you can ask us to pause how we use your personal data in certain circumstances, for example if you think the information is wrong or you have objected to us using it.
- **Complaint:** you can complain to the Information Commissioner's Office. We would appreciate the chance to deal with your concern first, so please contact us if you would like us to look into anything.

No fee usually required

You will not usually have to pay a fee to exercise your rights. We may charge a reasonable fee, or refuse to act, if a request is clearly unfounded, repeated or excessive.

What we may need from you

We may ask you for information to confirm your identity before dealing with your request. This helps us protect your personal data and make sure we only share it with the right person.

Time limit to respond

We try to respond to all valid requests within one month. If your request is complex or you have made several requests, it may take longer. If this happens, we will let you know and keep you updated.

10.Contact details

If you have any questions about this privacy policy or about the use of your personal data, or if you want to exercise your privacy rights, please contact us in the following ways:

- Email address: customerservice@fabvanandcamperconversions.co.uk
- Postal address: F.A.B Van & Taxi Accessories Limited, Unit 4, 5c Business Centre, Concorde Drive, Clevedon, BS21 6UH.
- Telephone number: 01275 874578

11.Complaints

You have the right to make a complaint to the Information Commissioner's Office (ICO), the UK regulator for data protection issues. We would welcome the opportunity to deal with your concerns first, so please contact us if there is anything you would like us to clarify or resolve.

12.Changes to the privacy policy and your duty to inform us of changes

We keep our privacy policy under regular review. This version should be dated when approved and should be reviewed whenever there is a material change to how we process personal data.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us, for example a new address or email address.

13.Third-party links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.