

CNB Motor Engineering (CNB MOTs) GDPR Controller Documentation – Overview

Revision History

Version 1.0 – Created and uploaded (09.09.2020)

Version 1.1 – Edited with change in contact email (06/09/2021)

Activity	Data used	Lawful basis	Reason we use this basis	We process your information in the following ways	Data Retention Period	Sharing your information	Opt-Out
Registration of a new user. On www.cnbmots.co.uk	Name, email address, delivery address, telephone number, billing address, card account details (credit/debit card number, name on card, card expiry date)	Consent	The user has registered their account to view their bookings and update their wallet for website bookings.	We retain your details of registration within our website management system (Wix.com).	We will continue to process your information under this basis until you withdraw consent by deactivating your account.	We do not share this information with third parties.	You have the right to have your information erased by deactivating your account.
Making an online booking via www.cnbmots.co.uk without payment online	Name, email address, telephone number, vehicle registration mark	Contract	Managing and processing bookings - to create a contract.	Our payment processing system is integrated through our website management system (Wix.com). The system uses an SSL system to securely process your payments.	We will continue to process your information under this basis until you withdraw consent or it is determined your consent no longer exists.	We do not share your information with third parties	Without such information, we may not be able to fulfil the contract. We will inform you if this is the case.
Making an online booking via www.cnbmots.co.uk with payment online	Name, email address, telephone number, vehicle registration mark, billing address, card account details (credit/debit card number, name on card, card expiry date)	Contract	Managing and processing payments, fees and charges - to create a contract.	Our payment processing system is integrated through our website management system (Wix.com). The system uses an SSL system to securely process your payments.	We will continue to process your information under this basis until you withdraw consent or it is determined your consent no longer exists.	We do not share your information with third parties	Without such information, we may not be able to fulfil the contract. We will inform you if this is the case.
Customer service enquiries. Via www.cnbmots.co.uk to our third party email server.	Name, email addresses, telephone numbers.	Legitimate Interests	In order to respond to your queries - to further your interests.	Stored and used via our third party email server.	We will continue to process your information under this basis until you withdraw consent or it is determined your consent no longer exists.	We do not share your information with third parties.	We will not be able to respond to your enquiries without using these details. You consent to being contacted when sending an enquiry through our 'Contact Us' page.

Email correspondence after a booking is made.	Name, email address.	Legitimate Interests	In order to accept the order, and keep you updated on the progress of your booking, and other specific order information, such as things you need to bring with you to the booking.	Stored and used via our third party email server.	We will continue to process your information under this basis until you withdraw consent or it is determined your consent no longer exists.	We do not share your information with third parties	We will not be able to confirm your order, and update you on the whereabouts of your order without the ability to email you without such information.
Email correspondence after an order has been fulfilled e.g. surveys.	Name, email address.	Legitimate Interests	To improve the service provided to you - and to provide an opportunity for your feedback with any issues.	Stored and used via our third party email server.	We will continue to process your information under this basis until you withdraw consent or it is determined your consent no longer exists.	We do not share your information with third parties	You have the right to withdraw from marketing at any time - please respond with 'NO MARKETING' to team@cnbmots.co.uk and this will be acknowledged.
Email correspondence to update our legal obligations and documents.	Name, email address.	Legitimate Interests	Updates on our privacy policy.	Stored and used via our third party email server.	We will continue to process your information under this basis until you withdraw consent or it is determined your consent no longer exists.	We do not share your information with third parties	You have the right to be erased - please email us at team@cnbmots.co.uk if you no longer wish to be registered with our service.
Website maintenance and analytics - on website visits, product purchases and behaviours, customer interactions and relationships.	An aggregation and/or anonymisation of your data. No personal data is used here.	Legitimate Interests	Statistical analyses - A legitimate interest for our business, in order to continue to maintain our website and business operation - updating to reflect the interests of our visitors.	Used in our third party analytic systems. Such anonymised data is not considered personal data under the scope of this privacy policy.	It is not within the scope of personal data, or this policy.	We do not share your information with third parties	We may share anonymised or aggregated data with third parties - It is not within the scope of personal data, or this policy.
Provision of direct marketing and advertising.	Name, email addresses, telephone numbers, delivery addresses.	Legitimate Interests	To provide recommendations for future purchases, and inform you about anything to do with the service you had previously had an interest in.	We may use your booking history and cookies in order to gather an understanding of your interests. This allows us to provide targeted marketing, showing you the most relevant products based on such information.	We will continue to process your information under this basis until you withdraw consent or it is determined your consent no longer exists.	We may conduct marketing via marketing streams beyond direct email correspondence. For example, we may use social media marketing using your historical purchases and cookies.	You have the right to withdraw from marketing at any time - please respond with 'NO MARKETING' to team@cnbmots.co.uk and this will be acknowledged.

<p>Legal requirements</p>	<p>Any personal information which we have a good faith belief is required to be disclosed by the law.</p>	<p>Legal obligation</p>	<p>In order to process any information that is necessary for compliance with a legal obligation which we are subject to.</p>	<p>We may be under a legal obligation to disclose any personal information required under UK, or international law.</p>	<p>Sharing with any third party required by the law domestically (UK), or internationally.</p>	<p>We may be under a legal obligation to disclose any personal information required under UK, or international law.</p>	<p>As a legal obligation, you are unable to withdraw consent in this situation.</p>
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