



## How we protect your personal information

We value the privacy of our customers and want to be clear about the data we collect, how we use it and your rights to control that information. That's why we've made important changes to our processes and updated our Privacy Policy and Terms and Conditions.

We have made these changes to reflect the high standards established by the General Data Protection Regulation (GDPR), a set of laws passed in the European Union. We respect your personal data. We have never and will never sell personal information to third parties.

### Why do we need personal data?

It has always been our mission to deliver a uniquely personal vehicle leasing, daily rental and fleet management service to our customers. It's our job to help you get the most from your vehicles, and to do that properly we need to know a little bit about you.

We don't ask for too much information, just enough to help us give you the right advice. You can be confident that the information you share with us is strictly confidential, especially personal data.

The personal information we gather from you is only used to help us deliver the services you are paying us for, for example when a driver asks us to deliver a vehicle to their home address.

### Essential communications and consent

When managing your vehicles, there are times when we need to communicate something important to you. When we start doing business with you, we'll ask you how you want us to deal with these communications. We can either communicate with key stakeholders in the business, or we can contact drivers directly.

Because these communications are an essential part of our service, we do not explicitly ask for your consent, and we do not provide the ability to opt out. These communications are an essential part of the service we provide, and without them, our service or driver safety is compromised. A good example would be an urgent safety recall on a vehicle.

## Information security

All of the information we hold about our customers is held in our PRO-Lease database. This is held on Arnold Clark servers, which are balanced across several Arnold Clark data centres. This data is managed solely by Arnold Clark IT and security professionals.

We do not store information on third-party servers and we do not use Cloud services, except for third-party contractors, where we have strict controls on how and why your data can be accessed.

## Information retention

We only retain personal information for as long as is necessary for us to deliver our service to you.

Personal information is held securely under rigorous security conditions and will be kept on our systems for seven years from the end of a contract – in line with all regulatory laws.

## Who do we share personal information with?

There are times when we will share personal information with our key partners or service providers to facilitate the delivery of a key part of our vehicle rental service to you.

We have partnerships with service providers, rental companies, recovery companies, fast-fit providers, fuel companies, accident management providers, licence checking companies and telematics providers.

We ensure that our partners understand their responsibilities and we make sure that they look after the information we have shared with them.

If a driver shares personal information with a staff member then that is not our responsibility.

It is only where Arnold Clark Car & Van Rental has passed personal information to a partner, that we have a responsibility to ensure it is managed properly.

## Hire cleansing

As vehicles become more sophisticated, they tend to harvest personal data and location data. It is a driver's responsibility to erase this data before they return a vehicle to us. Even so, we will ensure that every vehicle is checked, and personal information is erased.

## Phone calls

Telephone calls may be recorded, and any recorded call will be retained for a maximum of six months and only be used for training and quality purposes and/or to prevent or detect crime.

## Permission to use driver information

If you provide us with personal data for your employees, you need to make sure that your employees are aware of this, and that they understand what part we play in providing vehicles to your business.

## Access to information

Your employees may request a copy of the personal information we hold at any time. There is no cost. If they'd like to access or update the personal information we hold, they should contact us by sending a written request to Customer Services Department, 454 Hillington Road, Hillington Park, Glasgow G52 4FH or [customer.services@arnoldclark.com](mailto:customer.services@arnoldclark.com).

## More information

The Arnold Clark Car & Van Rental Privacy Policy is available at the footer of our website at [www.arnoldclarkrental.com](http://www.arnoldclarkrental.com). If you have specific questions or concerns about the use of your data, please contact your account manager or email us at [car.rental.sales@arnoldclark.com](mailto:car.rental.sales@arnoldclark.com).

We're here and happy to help.

-  **01786 468700**
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