

VAUXHALL PRIVACY NOTICE

WHAT PERSONAL INFORMATION VAUXHALL HANDLE ABOUT YOU, WHY VAUXHALL USE IT AND WHY VAUXHALL ARE ENTITLED TO DO SO.

Your personal and contractual data (including your name, address and contact details) from this agreement and from any agreements and contracts related to this agreement (for example warranty, leasing or financing agreements) will be processed by Vauxhall Motors Limited (“Vauxhall”) so that they can process your sale and as otherwise set out in the table below. For more information about what other information Vauxhall will hold about you if you interact with them other than as part of your purchase of a vehicle please refer to the full Vauxhall Privacy Policy at www.vauxhall.co.uk/privacy

Vauxhall are committed to respecting your personal information and ensuring that they are transparent with you in relation to how they will use it. If you are at all uncertain about any aspect of their policies and practices, please contact Vauxhall at: Privacy Rights, Vauxhall Motors Limited, MP UK1-101-136, Osborne Road, Luton LU1 3YT, or by email at: privacyrights@vauxhall.co.uk

The personal information Vauxhall use	Why they use it
<ul style="list-style-type: none"> - First name, surname, address, and – if required – year and month of birth. - Contact information such as email address, telephone number and postal address - Information about your vehicle including vehicle identification number (VIN), registration number, diagnostic trouble codes, and associated data, e.g. vehicle control unit event data. 	<ul style="list-style-type: none"> - To manufacture and deliver your vehicle and, in future, parts for it. - To process and fulfil their warranty obligations to you. - To ensure price protection. - To register vehicles and to keep the vehicle status up to date. - To provide or arrange the provision of roadside assistance. - To manage our relationship with you including to respond to your requests or queries, to manage complaints and to keep you up to date with any product enhancements that may be available or required for your vehicle. - To conduct analysis and research to help them improve products and services and make sure that Vauxhall customers get the service they want and need. - For audit and reporting purposes to help Vauxhall manage their business effectively and efficiently. - To help you set up your My Vauxhall or OnStar account and for the ongoing administration of them. - If you agree, to contact you for direct marketing purposes and to carry out customer satisfaction surveys. - Where relevant, to take payment from you, to issue refunds and/or enforce payment and recover debts owed.

WHAT ARE VAUXHALL'S LEGAL GROUNDS FOR HANDLING YOUR PERSONAL INFORMATION

Data protection law sets out a number of conditions which organisations can rely on in order to lawfully handle personal information. The conditions they rely on are as follows:

Legitimate interests

The law permits Vauxhall to handle your personal information where necessary in their legitimate interests provided that this isn't outweighed by your interests. Many of the purposes Vauxhall handle your personal information, described above, fall into this category as they are essential activities which enable Vauxhall to run their business efficiently and effectively for example, enabling Vauxhall to use third party service providers, to monitor, review and improve the services Vauxhall provide to you and your experience when you visit their website and to help ensure that Vauxhall communicate with you about the things and in ways that are most likely to be of interest to you. Vauxhall may, if necessary, also use your information to defend legal rights or to obtain legal advice and to manage any complaint that you might have. Vauxhall ensure that your rights and interests are protected when they do this.

Consent

Vauxhall are permitted to use your personal data when you consent for them to do so (e.g. for direct marketing purposes). Where Vauxhall rely on consent as the lawful basis for processing your personal information, you can withdraw your consent at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

Performance of a contract

Your contract with Vauxhall includes support or cover for a specified amount of time, Vauxhall or their appointed service provider will endeavour to advise you prior to your cover ending of the expiry date so that you can consider extending cover should you so desire.

Required by law

Vauxhall will, if required by law, disclose your personal information in response to a court order. Vauxhall will disclose your personal information if requested by a law enforcement agency or where they believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, non-compliance with of Vauxhall Terms, or as otherwise permitted or required by law and consistent with legal requirements.

WHO VAUXHALL SHARE YOUR INFORMATION WITH AND WHY

Vauxhall will share your personal information with the following third parties for the following reasons:

- Opel Automobile GmbH ('Opel') (Rüsselsheim, Germany), Peugeot SA ('PSA'), (Rueil-Malmaison, France), General Motors Holdings LLC ('GM') (Michigan, USA) and other third parties who provide IT and data maintenance services to Vauxhall so that they can keep your information up to date and run their business effectively.
- The Retailer with whom you have had the last transaction.
- The DVLA to register your new vehicle and to ensure that Vauxhall are made aware of any changes of ownership relating to your Vauxhall vehicle.
- If you have an OnStar account, OnStar Europe Ltd who own and manage the OnStar account portal.
- Warranty Service providers who support Vauxhall in administering the warranty, or who provide any extended warranty to you.
- Aftersales product and service providers who Vauxhall partner with to facilitate the maintenance of your vehicle after purchase.
- Finance houses where you require finance to support your purchase.

- Insurers that provide Vauxhall Insurance.
- Vehicle leasing companies when you are leasing your vehicle.
- Vauxhall marketing service providers so that they can keep you up to date with future news and offers if you have given your consent for marketing.

WHERE VAUXHALL WILL STORE YOUR PERSONAL INFORMATION

Some of the third parties referred to above are located outside the European Economic Area ('EEA') and therefore in a country which may not have data protection laws as stringent as those in the EU. Vauxhall will only transfer personal data outside the EEA in the following circumstances:

- To a country which the European Authorities have determined has adequate protection in place to protect personal data (e.g. Canada, Switzerland or the Isle of Man).
- Where no adequacy decision has been made such as the USA, Vauxhall will only transfer your personal information where appropriate safeguards are in place (e.g. where the company is a member of the Privacy Shield program or Vauxhall have entered into a suitable contract to ensure adequate protection).

For more information about where Vauxhall transfer your personal information to and the safeguards that are in place to protect it, please send an email to: privacyrights@vauxhall.co.uk

HOW LONG VAUXHALL WILL KEEP YOUR PERSONAL INFORMATION

Your personal information will be kept for up to 10 years after your purchase or disposal date, or your last interaction with Vauxhall – whichever is the later.

YOUR RIGHTS AND HOW TO CONTACT VAUXHALL

You have the right to access the personal information Vauxhall hold about you and, if it is inaccurate, to have it corrected. In certain circumstances, you also have the right to request that your personal information is erased (the "Right to be Forgotten"), is subject to restricted processing or is transferred to you or another organisation in a commonly structured format (the "Right to Portability"). You also have the right to request that Vauxhall stop using your personal information for direct marketing purposes. You should be aware that, some of the rights mentioned above only apply in certain defined circumstances and therefore even if you want to exercise them, Vauxhall may not be required to comply.

If you would like to update information Vauxhall hold about you, exercise any of the rights described above or have any questions about how Vauxhall handle your personal information you can contact Vauxhall by e-mail at: privacyrights@vauxhall.co.uk or write to the Data Protection Officer at Vauxhall Motors Limited, MP UK1-101-135, Osborne Road, Luton LU1 3YT.

Right to complain

If you are not happy about how Vauxhall handle your personal information, you have the right to complain to the supervisory authority. You can do this by contacting The Information Commissioners Office through their website www.ico.org.uk, by phone on 03031231113 or by post at Wycliffe House, Water Lane, Wilmslow, SK9 5AF.