

## **THURLOW NUNN STANDEN DATA PRIVACY**

Like you, we take your privacy very seriously. The following information is therefore designed to provide you with appropriate information, assurance and confidence that we are handling your data in a secure, professional manner, with the respect it deserves. This statement addresses what personal information we collect and how we handle the personal information shared with us. Please read the following carefully to understand our views and internal practices.

For the purposes of the General Data Protection Regulations (GDPR), the Data Protection Officer at Thurlow Nunn Standen is Chief Financial Officer, Ashleigh Lewis.

This statement was most recently reviewed in April 2018. It is subject to regular reviews and may be updated in accordance with changes to legislation or internal processes.

**WHAT ARE YOU DOING WITH MY DATA?**

**HOW LONG WILL YOU KEEP MY DATA?**

**CAN I CHANGE MY DATA?**

**CAN I DELETE MY DATA?**

**HOW CAN I SEE WHAT INFORMATION YOU HAVE ABOUT ME?**

**DO YOU SHARE MY DATA WITH OTHER ORGANISATIONS?**

**HOW DO YOU COLLECT DATA ABOUT ME?**

**WILL I BE CONTACTED FOR MARKETING PURPOSES?**

**WHAT DO YOU COMMIT TO DOING WITH MY DATA?**

**IS THERE ANYTHING ELSE YOU THINK I SHOULD KNOW?**

## WHAT ARE YOU DOING WITH MY DATA?

We will never sell your data. We only use your data to recommend things we think you'll like and that includes:

- Launches of brand new vehicles and machinery
- Special offers about the products and services that we provide
- Notifying you about events that we hold throughout the year
- Reminding you about your servicing and warranty intervals

We also use it for business, regulatory and legal purposes too, like:

- Processing an order and an invoice for a new or pre-owned vehicle
- Processing an order and an invoice to carry out Aftercare services for your vehicle
- Getting in touch if we need to tell you about a manufacturer upgrade or recall due on your vehicle
- Ensuring any manufacturer warranties you may have are recorded against your personal data
- To meet manufacturer standards
- To meet Financial Services Authority (FSA) regulations
- To meet HMRC regulations as any history shown on invoices must be kept for 7 years for VAT purposes.

## HOW LONG WILL YOU KEEP MY DATA?

We'll normally only keep your data for as long as necessary to give you the services you are using. If you haven't visited us in the last five years, we may have classed your data as dormant or even deleted it.

## CAN I CHANGE MY DATA?

Yes of course. There are three ways in which you can do this:

1. You can email us at [dataprotection@tnsgroup.co.uk](mailto:dataprotection@tnsgroup.co.uk)
2. You can write to us at Data Protection, Thurlow Nunn Standen, Wisbech Road, Littleport, Cambs CB6 1RA
3. Or you can visit [www.tnsgroup.co.uk](http://www.tnsgroup.co.uk) and manage your data preferences on our website

## CAN I DELETE MY DATA?

You can request the deletion of your data held on our database at Thurlow Nunn Standen at any time.

There are three ways in which you can do this:

1. You can email us at [dataprotection@tnsgroup.co.uk](mailto:dataprotection@tnsgroup.co.uk)
2. You can write to us at Data Protection, Thurlow Nunn Standen, Wisbech Road, Littleport, Cambs CB6 1RA
3. Or you can visit [www.tnsgroup.co.uk](http://www.tnsgroup.co.uk) and manage your data preferences on our website

## HOW CAN I SEE WHAT INFORMATION YOU HAVE ABOUT ME?

Please just get in touch with us and ask for a copy of your information or to have any mistakes corrected.

It is your right under the UK Data Protection Act.

So that we can be sure it is you and because we take data protection very seriously, you will need to provide two copies of Identification:

A passport; a driving licence; a birth certificate; a utility bill or bank statement (from the last three months).

There are three ways in which you can do this:

1. You can email us at [dataprotection@tnsgroup.co.uk](mailto:dataprotection@tnsgroup.co.uk)
2. You can write to us at Data Protection, Thurlow Nunn Standen, Wisbech Road, Littleport, Cambs CB6 1RA
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## DO YOU SHARE MY DATA WITH OTHER ORGANISATIONS?

We keep your data inside Thurlow Nunn Standen and use it to give you services or to do our best to improve your experience with us.

We only share your data if you ask us or give us your permission, or to give you a service you have specifically asked for, such as:

- Purchasing an item of machinery
- An extended warranty
- A financial agreement you have signed when purchasing a vehicle

If we do share your data outside of Thurlow Nunn Standen, we will:

- Always make sure we have obtained your permission to do so
- Share it in a secure way
- We will only disclose your information if it is required or permitted by law (for example governing bodies and law enforcement agencies).

We share data safely and securely with the following businesses:

*AGCO Ltd, Abbey Park, Stoneleigh, Kenilworth, CV8 2TQ*

*AS Communications, Agden Green Farm, The Green, Great Staughton, St Neots, Cambs PE19 5DQ*

*Bomford Turner Ltd, Salford Towers, Evesham, Worcs WR11 5SW*

*Chafer Machinery Ltd, 1 Cow Lane, Upton, Gainsborough, Lincs DN21 5PB*

*R H Claydon Ltd, Saxham Ind Est, Little Saxham, Bury St Edmunds, Suffolk IP28 6RZ*

*Giant, c/o Kirkland UK, Griffins Farm, Pleasure House Lane, Sutton Valence, Maidstone ME17 3NW*

*Grimme UK Ltd, Station Road, Swineshead, Boston, Lincs PE20 3PS*

*HE-VA, Cherry Holt Road, Bourne, Lincs PE10 9LA*

*HM Trailers, Herons Farm, Herons Lane, Fyfield, Essex CM5 0RQ*

*Horstine Farmery, 1 Cow Lane, Upton, Gainsborough, Lincs DN21 5PB*

*Kubota UK Ltd, Dormer Road, Thame, Oxfordshire OX9 3UN*

*Kverneland Group UK Ltd, Walkers Lane, Lea Green, St Helens, Merseyside WA9 4AF*

*LH Agro UK, 54 Edison Road, St Ives, Cambs PE27 3LF*

*Major Equipment Ltd, Major Ind Est, Walkers, Middleton Road, Heysham, Lancs LA3 3JJ*

*Merlo UK Ltd, The Paddocks, Headlands Business Park, Salisbury Road, Ringwood BH24 3BP*

*Opico UK Ltd, Cherry Holt Road, Bourne, Lincs PE10 9LA*

*RTK Farming, c/o 22 Kingfisher Walk, Linton, Cambridge CB21 4UA*

*Sky Drills, Cherry Holt Road, Bourne, Lincs PE10 9LA*

*SCH Supplies Ltd, Holbrook, Ipswich, Suffolk IP9 2PT*

*Stiga Ltd, Unit 8 Bluewater Estate, Bell Close, Plympton, Plymouth PL7 4JH*

*Stihl Ltd, Stihl House, Stanhope Road, Camberley, Surrey GU15 3YT*

*SUMO UK Ltd, Redgates, Melbourne, York YO42 4RG*

*Viking Ltd, c/o Stihl House, Stanhope Road, Camberley, Surrey GU15 3YT*

*Votex Hereford Ltd, Redhill Depot, Ross Road, Hereford HR2 8BH*

*Warwick Trailers, The Dean, Alresford, Hampshire SO24 9BN*

*Wessex International, Caxton Close, East Portway Ind Est, Andover, Hampshire SP10 3QN*

*AGCO Finance Ltd, PO Box 4525, Abbey Park, Kenilworth CV8 9AX*

*BNP Paribas Leasing Solutions Ltd, Northern Cross, Basing View, Basingstoke, Hampshire RG21 4HL*

*De Lage Landen Leasing Ltd, Building 7, Croxley Park, Watford WD18 8YN*

Deutsche Leasing, 45 London Road, Reigate, Surrey RH2 9PY

Financial Services Authority, ITC, Monarch Court, Emersons Green, Bristol, BS16 7FH

DVLA, Swansea SA99 1BN

Events hosts where details such as a name is required for health and safety or attendance requirements

## HOW DO YOU COLLECT DATA ABOUT ME?

Sometimes you provide some data yourself.

For instance, when sending us an email enquiry, we receive your email address.

If you visit our website, our web provider and internet search engines collect some data automatically, like your IP address, what browser and device you are using and your unique identifier. They also know what webpage directed you to Thurlow Nunn Standen by looking at information from your browser.

We collect data on a vehicle sales order form about you, but don't worry, you sign it so you will see exactly what data we are collecting about you.

We also collect data from you when you order parts from us, for example, we ask you for your name, your address, a contact number, an email and possibly details about your machinery.

## WILL I BE CONTACTED FOR MARKETING PURPOSES?

Thurlow Nunn Standen will only send you emails or contact you by phone or post where you have agreed to this. We may personalise the message content based upon any information you have provided to us.

If you decide you would prefer not to receive this information, you can change your marketing preferences with us in three ways:

1. You can email us at [dataprotection@tnsgroup.co.uk](mailto:dataprotection@tnsgroup.co.uk)
2. You can write to us at Data Protection, Thurlow Nunn Standen, Wisbech Road, Littleport, Cambs CB6 1RA
3. Or you can visit [www.tnsgroup.co.uk](http://www.tnsgroup.co.uk) and manage your data preferences on our website

## WHAT DO YOU COMMIT TO DOING WITH MY DATA?

We promise to process your data lawfully, fairly and in a transparent manner.

Your data will only be collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes. Further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes.

We will ensure that the data we collect with your permission is adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed.

We will ensure that the data we take from you is accurate and, where necessary, kept up to date. Every reasonable step will be taken to ensure that your data that is inaccurate, having regard to the purposes for which it is processed, is erased or rectified without delay.

Your data will be processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate organisational measures.

### Thurlow Nunn Standen – Our promise to you

#### **Asking for your consent**

- We will check that consent is the most appropriate lawful basis for processing.

- We will make the request for consent prominent and separate from our terms and conditions.
- We will ask you to positively opt in.
- We don't use pre-ticked boxes, or any other type of consent by default.
- We use clear, plain language that is easy to understand.
- We specify why we want the data and what we're going to do with it.
- We have named our organisation and any third parties.
- We tell you how you can withdraw your consent.
- We ensure that you can refuse to consent without detriment.
- We don't make consent a precondition of our services to you.
- We keep a record of when and how we obtained consent from you.

### **Managing your consent**

- We regularly review consents to check that the relationship, the processing and the purposes have not changed.
- We have processes in place to refresh consent
- We make it easy for you to withdraw your consent at any time, and publicise how to do so on our website.
- We act on withdrawals of consent as soon as we can.
- We don't penalise you, should you wish to withdraw consent

## **IS THERE ANYTHING ELSE YOU THINK I SHOULD KNOW?**

### **We would like you to know about our Cookies**

We want you to know that on the Thurlow Nunn Standen website, cookies record information about your online preferences and allow us to tailor our website to your interests.

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, tablet or mobile phone - all referred to as a 'device'.

Each website can send its own cookie to your web browser if your browsers' preferences allow it. Many websites do this whenever a user visits their website in order to track online traffic flows.

Similar technology is also often used within emails to understand whether the email has been read or if any links have been clicked.

When visiting the Thurlow Nunn Standen website, if you continue without changing your settings, we will assume that you are happy to receive all the cookies on the Thurlow Nunn Standen website. However, please remember that you can change your cookie settings at any time.

### **We would like you to know about our CCTV**

We have CCTV at our dealerships in order to:

- prevent, deter and detect crime
- apprehend and prosecute offenders, and provide evidence to take civil action in the courts
- help provide a safer environment for our staff
- protect public safety

- help to provide improved customer service
- monitor operational and safety related incidents
- assist with the verification of claims

**We would like you to know that we welcome your views too**

Finally, if there is anything you think we can explain better or any questions you feel we have failed to answer regarding data protection, we would welcome your views.

There are three ways in which you can do this:

1. You can email us at [dataprotection@tnsgroup.co.uk](mailto:dataprotection@tnsgroup.co.uk)
2. You can write to us at Data Protection, Thurlow Nunn Standen, Wisbech Road, Littleport, Cambs CB6 1RA
3. Or you can visit [www.tnsgroup.co.uk](http://www.tnsgroup.co.uk) and provide feedback via our website