



## Car and General K Ltd - Website Privacy Notice

### Introduction

- This website is owned and run by Car & General K Ltd
- This privacy policy sets out Car & General's commitment to you in respect of how we handle your personal information that we collect or you give us when using our services and also through your use of this website.
- For the purposes of this policy, "Cargen" or "C&G" means Car & General K Ltd
- This privacy policy includes Car & General's general privacy terms that apply to all our dealings with you in any capacity.
- We may amend this privacy policy at any time. If we do this, we will post the revised version on this page of the website. Unless we inform you otherwise, a change will take effect immediately after the date that we post it on this page. Your use of the site and our services after the date a change takes effect will be subject to this policy as amended by the change. We will take your continued use as your acceptance of the change, so if an amendment is not acceptable to you then you should stop using the site.

### How do we collect information about you?

- **How we collect your information**

Personal data means any data that, either on its own or jointly with other data, can be used to identify a natural person. The personal information collected and maintained about you is made up of information given to us when making an enquiry, contacting customer service, when making a payment, through the use of our website, and through our other communications with you such as by customer portal, emails, telephone, through our agents, or in person. This includes information obtained when you create tickets or other products or services offered by Car & General and through competitions or promotions offered by Car & General from time to time or through our ecommerce page.

- We collect the information you provide to us and the content of messages you send us, such as the query information you provide, or the questions or information you provide for through our contact page. For the performance of some of our services, you may need to provide personal data. We may collect user information for analysis in the performance of audit tests. Additionally, C&G in the execution of our engagements may utilize cloud platforms to collect your data. The security of this data is a shared responsibility between us and our cloud service provider.

- **What information do we collect about you?**

The personal information collected from you includes details such as your name, address, date of birth, telephone numbers, email address and credit card/bank details, location. You retain the right to withhold any information from us, but please be aware that some of our products and services may not be available to you if this information is not collected.

- **Sensitive information**

We may from time to time collect sensitive personal information about our customers. If you do provide us with personal sensitive information when requested, then by doing so you are agreeing to that information being used by us for the purposes set out in this privacy policy. We use the term sensitive personal information to mean information about topics such as personality and private life, racial or ethnic origin, colour, membership of political parties or movements, financial statements, or other such sensitive topics.



- **Information about another person**

In certain circumstances, you may give us information about another person. If you give us information about another person, then we accept it on the understanding that you have made the other person aware of the provisions of this privacy policy and how we will use and disclose their information, and that the other person has given you permission to provide their details to us. You should not provide us with others' personal information if this is not the case.

#### **How do we use your information?**

- **Keeping your information secure**

we take security issues seriously. We have implemented appropriate steps to help maintain the security of our information systems and processes and prevent the accidental destruction, loss or unauthorized disclosure of the information we collect.

#### **How do we keep your online information secure?**

- To ensure that the information you provide us with online is protected, we use a secure transparent protocol known as Secure Server Layer (SSL). This means that all information submitted through our website, including your credit card details, is encrypted to provide greater protection. Although we take every measure to protect this information, we make no warranty regarding the effectiveness of this encryption and we will not be held liable for unauthorized access to this information.

#### **Does our web site use cookies?**

- Our website uses cookies, cookies are small pieces of information that are stored by the browser on your computer's hard drive.
- Cargen uses cookies to improve user experience for example to remember your settings such as language, font size on your computer or mobile device, or other browser preferences.
- Cargen will not use cookies for any purposes not stated in this Policy. You can manage or delete cookies based on your own preferences. You can clear all the cookies stored on your computer, and most web browsers provide the option of blocking cookies

#### **To whom may we disclose your information?**

- We may use third party agents and service providers around the world to collect, hold and process on our behalf your personal information for the purposes set out in this policy. These agents and service providers act on our instructions and will only use your information as we tell them to.
- We may disclose your information to third parties, including the police and other governmental bodies, as required by law or if we think the disclosure may help to detect and deal with crime and/or unsavoury behavior.
- We may give your information to third parties (such as our subsidiaries, associate companies and/or business associates) to allow them to market their goods and services to you, but only with your express consent.
- We will not sell your information to a third party, except in the unlikely event that we sell our business, or a substantial part of it; in which case we may sell your information as part of the sale to allow the purchaser to carry on providing some or all of our services to you. Other than as set out in this policy, we will not disclose your personal information without your consent unless disclosure is either:
  - Necessary to prevent a threat to life or health;
  - Authorized or required by law;
  - Reasonably necessary to enforce the law;
  - Necessary to investigate a suspected unlawful activity

#### **Disclosures to third parties**



- Please note that this policy addresses only the use and disclosure of information we collect from you. If you give your information to others, whether they are third parties that we introduce you to or third party sites that you visit by clicking on a link on one of our websites, different rules may apply to their use or disclosure of the information you give to them. We do not control the privacy policies of third parties, and you are subject to the privacy policies of those third parties where applicable. We encourage you to ask questions before you disclose your personal information to others.
- If Cargen is involved in a restructuring, merger & acquisition, or a bankruptcy or liquidation lawsuit in a given jurisdiction, your personal data may be disclosed in connection with the transaction
- To execute a contract in the provision of our service, when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss of our clients, or when it is in connection with an investigation of suspected or actual illegal activity.
- We will take reasonable steps to ensure that the Personal Information we use or disclose is accurate, up to date, complete and relevant to the purpose of the use or disclosure.

### **Retention**

We will retain your personal information for no longer than is necessary for the purposes for which it was received, unless otherwise extending the retention period is required or permitted by law. We maintain a prolonged retention schedule for Personal Information which is informed by the following principles:

- In the first instance, Personal Information will be retained as long as required by a relevant law (e.g. to ensure compliance with tax requirements);
- If a relevant law no longer requires us to maintain Personal Information (or that period has elapsed), the Personal Information may then still be retained if required by any relevant contractual agreement or arrangement; and
- For Personal Information to which a relevant law or contractual agreement or arrangement does not apply, we will retain the Personal Information for as long as is required to manage our engagement and/or relationship with you plus a reasonable period afterwards.

### **UPDATES TO THIS POLICY**

- C&G reserves the right to update or change this Policy at any time. We will release the latest Privacy Policy on our website and appropriate channels for any changes. If major changes are made to the Privacy Policy, we may notify you through different channels.