

## **Our General Data Protection Regulation (GDPR) Privacy Policy**

Fenland Classic Motorcycles is committed to protecting and respecting your privacy.

This Policy together with our terms of business explains when and why we collect personal information about people we do business and who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check our website [www.fenlandclassics.com](http://www.fenlandclassics.com) to ensure that you are happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [info@fenlandclassics.co.uk](mailto:info@fenlandclassics.co.uk) or by writing to Fenland Classic Motorcycles, Unit 122, 14 London Road, Guildford, Surrey GU1 2AG.

The rules on processing of personal data are set out in the General Data Protection Regulation widely known as the "GDPR".

### **Who are we?**

We Fenland Classic Motorcycles and are a web-based information and sales site dedicated to the purchase, restoration and sales of any historical Motorcycle, Motorcycle parts or memorabilia. We also carry out research about motorcycle related history. Our registered address for correspondence is Unit 122, 14 London Road, Guildford, Surrey GU1 2AG.

### **How do we collect information from you?**

We obtain information about you when you use our website, for example, when you browse the website, communicate with us via email or use our online store. We do not obtain any marketing information from any other organisation.

### **What type of information is collected from you?**

The personal information we collect might include your name, address, email address, phone number, IP address, and information regarding what pages are accessed and when. IP Address details are collected for the purposes of the "Chat" function and is not stored after you leave the site.

If you purchase an item from our shop, we will use the information supplied solely for the purposes of supplying the goods.

If you communicate with us we will use the information solely for the purposes of answering your query or managing the information you provide us with.

If we purchase items from you we will use the information solely for the purposes of managing that contract.

### **How is your information used?**

We may use your information to:

- Process orders that you have submitted through our online shop;
- To carry out our obligations arising from any contracts entered into by you and us;
- Dealing with entries into any competitions;
- Seek your views or comments on the services we provide;
- Notify you of special offers or information on our website;
- Send you communications which you have requested and that may be of interest to you

We review our retention periods for personal information on a regular basis. All information is kept for a time which is appropriate for the transaction undertaken.

### **What is our legal basis for processing your personal data?**

- Our lawful basis for processing your general personal data under article 6 of the GDPR is as follows;
  - Consent of the data subject - We will directly ask for your consent to process data;
    - When you communicate via the website;
    - Signup for any correspondence via our website.
- Processing necessary for the performance of a contract with you (the data subject) or to take steps to enter into a contract - We will collect and use your personal data in the following circumstances;
  - When you make a purchase on our website so that we can process your payment, confirm transaction details and arrange delivery of the goods and services.
  - When we make a purchase from you, so that we can collect the items and arrange for payment to be made to you.

### **Who has access to your information?**

Fenland Classic Motorcycles and their directly employed agents requires access to personal information such as name, address, phone and email details in order to process your contracts with us. In plain English this means only people you would expect to be involved in the supply and purchase of goods will have access to your information.

We will not sell or rent your information to third parties for any reason.

We will not share your information with third parties for marketing purposes.

Your choices

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will never contact you for marketing purposes by post.

### **How you can access and update your information**

The accuracy of your information is important to us. Because in most cases the information will have been supplied by you and is destroyed when no longer required for the purpose it was collected we would expect it to be correct. If at any time you require details of the information we hold or wish to amend your details, please email us at: [info@Fenlandclassics.co.uk](mailto:info@Fenlandclassics.co.uk) or write to us at: Unit 122, 14 London Road, Guildford, Surrey GU1 2AG.

You have the right to ask for a copy of the information we hold about you but we may charge £10 for information requests to cover our costs in providing you with details of the information.

We have security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected within the Paypal domain and is **not seen** by Fenland Classic Motorcycles.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure and transmission is at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

### **Use of 'cookies'**

Like many other websites, Fenland Classic Motorcycles website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. We do not use this information for any reason other than the "Chat" Function of the website.

### **Links to other websites**

Our website contains links to other websites such as Online Shop gifts and General information links run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

### **Transferring your information outside of Europe**

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union (“EU”). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you’re agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

### **How to make a complaint?**

To exercise all relevant rights, queries or complaints please contact Fenland Classic Motorcycles at [info@fenlandclassics.co.uk](mailto:info@fenlandclassics.co.uk) , or write to us at: Unit 122, 14 London Road, Guildford, Surrey GU1 2AG.

### **Review of our Policy**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

Dated 21 May 2018.