

Privacy Policy (GDPR) – Autowagon Ltd

Effective Date: 09 November 2025

1. Introduction

Autowagon Ltd (“We”, “Us”, “Our”) is committed to protecting Your personal data and respecting Your privacy.

This Privacy Policy explains how We collect, use, and protect Your information in accordance with the **UK GDPR** and the **Data Protection Act 2018**.

By using Our website or services, You agree to the practices described in this policy.

2. Who We Are

Autowagon Ltd is the **Data Controller** responsible for Your personal data.

Registered Office:

First Floor, Office Number 7
27 Parsons Green Lane
London, SW6 4HH
United Kingdom

Company Number: 16731506

Contact Email: info@autowagon.co.uk

Trading Names:

- Norfolk & Suffolk Auto Keys
 - Autowagon Auto Locksmith
-

3. Personal Data We Collect

We may collect the following types of personal data:

- Full name
- Phone number and email address
- Service address/location
- Vehicle details (registration, make, model)
- Proof of identity or ownership (when required)
- Payment information (handled securely via third-party providers)

- Call recordings (for training and quality assurance)
 - Website usage data (IP address, cookies, browser type)
-

4. How We Collect Your Data

We collect data when You:

- Request a quote
 - Book or use Our services
 - Contact Us via phone, email, or website
 - Use Our website (via cookies and analytics tools)
-

5. How We Use Your Data

We use Your personal data to:

- Provide and manage Our services
 - Verify identity and vehicle ownership
 - Process payments
 - Communicate regarding bookings and enquiries
 - Improve Our services and customer experience
 - Send marketing communications (only where legally permitted)
-

6. Legal Basis for Processing

We process Your data under the following lawful bases:

- **Contractual necessity** – to deliver services You request
 - **Legal obligation** – to comply with applicable laws
 - **Legitimate interests** – to operate and improve Our business
 - **Consent** – for marketing communications (You may withdraw at any time)
-

7. Sharing Your Data

We do **not sell Your personal data**.

We may share Your data with:

- Payment service providers
- IT and system providers
- Approved contractors working on Our behalf
- Legal or regulatory authorities where required

All third parties are required to handle Your data securely and lawfully.

8. Data Retention

We retain Your data only as long as necessary:

- Service and financial records: up to 6 years
 - Marketing data: until You opt out
 - Call recordings: retained for training and dispute resolution
-

9. Your Rights

Under UK data protection law, You have the right to:

- Access Your personal data
- Correct inaccurate or incomplete data
- Request deletion of Your data
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time

To exercise Your rights, contact: info@autowagon.co.uk

10. Cookies

Our website may use cookies to enhance user experience and analyse traffic.

You can manage or disable cookies through Your browser settings.

(A separate Cookie Policy may be provided where applicable.)

11. Data Security

We implement appropriate security measures to protect Your data, including:

- Secure systems and storage
 - Restricted data access
 - Encrypted payment processing
-

12. Complaints

If You have concerns about how We handle Your data, please contact Us first.

You also have the right to complain to the:

Information Commissioner's Office

Website: <https://ico.org.uk>

13. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be published on Our website.

14. Contact

For any privacy-related enquiries:

✉ info@autowagon.co.uk