

Privacy and Cookies

At Fiennes Restoration we take your privacy seriously and this privacy statement explains what personal data or information we collect from you and from people who visit our website and how we use it. We would encourage you to read the information below.

Who are we?

Fiennes Restoration is a registered company 01795865 and our registered office address is: Mercer Lewin Ltd, 41 Cornmarket Street, Oxford, OX1 3HA. Our trading address is: Broughton Poggs Business Park, Filkins, GL7 3JH. Fiennes Restoration is a registered data controller (ICO registration number ZA498821)

What personal data or information do we collect?

We may collect personal data about customers, prospective customers, job applicants, our current and former employees, and our suppliers. The personal information we collect may include your name, address, email address, IP address, and information regarding what pages you access on this website and when.

How do we collect data or information from you?

We collect personal information about you when you:

- Ask us to carry out restoration works on your vehicle
- Make an enquiry via our website or via the telephone
- Use our website
- Enquire about a job opportunity
- Work for or with the company
- Exchange business cards with a member of the company
- Sign up for our newsletter or to receive marketing materials from us

How is your information used?

We collect your personal data or information to operate the company effectively and provide you with a high-quality service. We may use your information:

- To deliver vehicle restoration services to you at your request.
- To answer enquiries that you make prior to any contractual agreement
- To keep you informed about our services, and our insight into the industry, if you have opted-in to receive these communications.
- To process a job application
- To fulfil our obligations as an employer
- To provide benefits to you as an employee
- To maintain security of our office and IT infrastructure
- To invoice you, and to track payments you make or payments made to you

We believe that all these purposes are justified on the basis of our legitimate interests in running and promoting the company, our contractual requirements to deliver the agreed vehicle restoration services to you, and our legal obligations, both as a limited company and responsible employer. The exception is for sending email marketing, which we carry out on the basis of consent. If you would like to know more, please read below:

- Customers
- Prospective Customers
- Job Applicants, Our Current and Former Employees
- Suppliers

Customers

As a customer, we will hold the following information about you:

- Name and contact information.
- Information about your vehicle
- Financial details
- Demographic information such as postcode
- Information and documents relating to the service we are providing, including communications with you.
- Billing and payment information.

We store your information in our workshop management system on our secure servers based in the UK. We also hold paper copies of your information in our customer job folder, which is stored in our Filkins office. Your financial information will also be stored in our accounting system. Communications with you will be stored in our email system.

We use third-party online tools to manage our marketing communications with you:

- Mailchimp to send you electronic marketing information. Mailchimp uses servers that are based in the US therefore personal information is transferred outside of the EEA. For more information please view Mailchimp's Privacy Policy.

We will retain your information for the duration of our relationship with you. We also retain your information linked to the ownership of your vehicle indefinitely as part of the service history, which contributes to the overall value of the vehicle. We will retain financial records for 6 years, following the end of the current financial year. We review our marketing database every 2 years to ensure that your information is current and up-to-date.

Prospective Customers

As a prospective Customer, we may hold the following information about you:

- Name and contact information.
- Brief information relating to your vehicle and restoration requirements
- Demographic information such as postcode.

We store your information in our workshop management system on our secure servers based in the UK. Communications with you relating to your initial enquiry may also be stored in our email system for a period of 12 months.

We use third-party online tools to manage our marketing communications with you:

- Mailchimp to send you electronic marketing information. Mailchimp uses servers that are based in the US therefore personal information is transferred outside of the EEA. For more information please view Mailchimp's Privacy Policy.

We review our marketing database every 2 years to ensure that your information is current and up-to-date.

Job Applicants

When you apply for a job with us, we may hold the following information about you:

- Name and contact information.
- Information relating to your qualifications and experience
- Demographic information such as postcode
- References where we take them up
- Information and documents relating to the review, interview and selection process, including communications with you.

We store your information in hard copy securely in our office, and where you send in your application electronically, we will store this in our email system. We will retain your personal data relating to the review, interview and selection process for a period of 6 months after the interview date.

Current and Former Employees

When you work for us, we may hold the following information about you:

- Name, date of birth, and contact information
- National insurance number and Unique Tax Reference (UTR)
- Information relating to your qualifications and experience
- Demographic information such as postcode
- Information and documents relating to your performance and supervision as an employee of the company, including communications with you
- Your photograph, including Passport and Driving Licence
- Financial information, such as bank details, pension scheme and salary details
- Information about your next of kin
- Health information, if relevant

We store your information in hard copy securely in our office and on Sage, which uses secure servers based in the office. We will also store communications with you on our email system. Information relating to your start date and hours worked is recorded in our workshop management system. We may use your photograph to promote the business,

either on the website or accompanying news pieces in our newsletter or press releases, if you consent for us to do so.

We will retain your personal data for the duration of your employment and for a period of 6 years after you leave the company. Beyond this point, we only retain minimal information about you to confirm the period of time you were employed by the company for reference purposes. We share your information with HMRC, and our chosen pension / benefits providers. If you require a health check, we will refer you to our occupational health provider and share basic information (e.g. name and contact details) with them as part of the referral.

Suppliers

When you work with the company as a supplier, we may hold the following information about you:

- Name and business contact information.
- Information relating to your qualifications and experience, if relevant
- Demographic information such as postcode
- Information relating to your business activities
- Information and documents relating to the services or products you offer, including our communications with you.
- Financial information

We store your information in our workshop management system and our accounting system on our secure servers based in the UK. We will also store communications with you on our email system. We will retain your information for the duration of our relationship with you and for 7 years after the last purchase we made with you. We review our current supplier database every two years to ensure that it is up to date.

CCTV

We use CCTV at our premises to ensure the security of the site; if you visit us, your image will be captured as you arrive at and leave our premises and will be retained by the alarm company for a maximum of 30 days, unless we need to retrieve it for investigative purposes.

Who has access to your information?

We do not sell or rent your personal data or information to any third party or share your information with third parties for their marketing purposes.

We will disclose your data or information if required by law, for example by a court order or for the prevention of fraud or other crime.

We may pass your information on to third party service providers for the purposes of completing a task or providing services to you on our behalf. However, we disclose only the personal information necessary to deliver that service and have a contract in place that requires them to keep your information secure and not to use it for other purposes.

Transfers outside of the European Economic Area

Your personal information in the European Economic Area (EEA) is protected by data protection laws, but other countries do not necessarily protect your personal information in the same way. The EEA covers all countries in the EU plus Norway, Liechtenstein and Iceland. Fiennes Restoration uses online tools which host data outside of the EEA. Prior to selecting such tools, we review their privacy policy and check that the company is signed up to the EU-US Privacy Shield agreement. Companies who have signed up to this agreement commit to securing personal data in line with EU data protection legislation.

Your rights

You have certain rights over the processing of your personal information by Fiennes Restoration. These are:

- The right to be informed, which is what this privacy policy is for
- The right to access the data we hold about you
- The right to object to direct marketing
- The right to object to processing carried out on the basis of legitimate interests
- The right to erasure (in some circumstances)
- The right to data portability
- The right to have your data rectified if it is inaccurate
- The right to have your data restricted or blocked from processing

We ask for your consent to send you direct marketing information, and will always provide you with the opportunity to amend your preferences or to opt-out of receiving future marketing communications from us.

How you can update your information

The accuracy of your information is important to us. If you change your contact details or if you want to update any of the information we hold on you, please email us at: enquiries@fiennes.co.uk or by post at: Broughton Poggs Business Park, Filkins, GL7 3JH.

How you can access your personal information

You have the right to ask for a copy of the personal information Fiennes Restoration hold relating to you. To do this please contact enquiries@fiennes.co.uk or by post at: Data Protection Manager, Broughton Poggs Business Park, Filkins, GL7 3JH.

You also have the right to lodge a complaint about our processing of your personal data with the UK's [Information Commissioner's Office](#)

Keeping your data secure

When you give us personal information we take steps to ensure that it's treated securely and strive to protect it on our internal systems. Our secure server systems encrypt your information.

Contacting us via email

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government standards. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Visitors to our Website

Cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Unless you have set your browser to block cookies, this site will place the following cookies on your computer.

Cookie	Name	Purpose
JSESSIONID	Session ID cookie	General purpose platform session cookie, used by sites written in JSP. Used to maintain an anonymous user session by the server.
__unam		This cookie is usually associated with the ShareThis social sharing widget placed in a site to enable sharing of content across various social networks. It counts clicks and shares of a page.
__utma		This is one of the four main cookies set by the Google Analytics service which enables website owners to track visitor behaviour and measure site performance. This cookie lasts for 2 years by default and distinguishes between users and sessions. It is used to calculate new and returning visitor statistics. The cookie is updated every time data is sent to Google Analytics. The lifespan of the cookie can be customised by website owners.
__utmb		This is one of the four main cookies set by the Google Analytics service which enables website owners to track visitor behaviour and measure site performance.

		This cookie determines new sessions and visits and expires after 30 minutes. The cookie is updated every time data is sent to Google Analytics. Any activity by a user within the 30 minute life span will count as a single visit, even if the user leaves and then returns to the site. A return after 30 minutes will count as a new visit, but a returning visitor.
__utmc		This is one of the four main cookies set by the Google Analytics service which enables website owners to track visitor behaviour and measure site performance. It is not used in most sites but is set to enable interoperability with the older version of Google Analytics code known as Urchin. In this older versions this was used in combination with the __utmb cookie to identify new sessions/visits for returning visitors. When used by Google Analytics this is always a Session cookie which is destroyed when the user closes their browser. Where it is seen as a Persistent cookie it is therefore likely to be a different technology setting the cookie.
__utmt		This cookie is set by Google Analytics. According to their documentation it is used to throttle the request rate for the service - limiting the collection of data on high traffic sites. It expires after 10 minutes
__utmz		This is one of the four main cookies set by the Google Analytics service which enables website owners to track visitor behaviour measure of site performance. This cookie identifies the source of traffic to the site - so Google Analytics can tell site owners where visitors came from when arriving on the site. The cookie has a life span of 6 months and is updated every time data is sent to Google Analytics.
APISID	.google.com	Google set a number of cookies on any page that includes a Google Map. While we have no control over the cookies set by Google, they appear to include a mixture of pieces of information to measure the number and behaviour of Google Maps users.
CONSENT	YouTube cookie	This cookie carries out information about how the end user uses the website and any advertising that the end user may have seen before visiting the said website. The main purpose of this cookie is targeting/advertising .
HSID	.google.com	'SID' and 'HSID' contain digitally signed and encrypted records of a user's Google account ID and most recent sign-in time. The combination of these

		two cookies allows us to block many types of attack, such as attempts to steal the content of forms that you complete on web pages.
NID	.google.com	The NID cookie contains a unique ID Google uses to remember your preferences and other information, such as your preferred language (e.g. English), how many search results you wish to have shown per page (e.g. 10 or 20), and whether or not you wish to have Google's SafeSearch filter turned on.
PREF	YouTube cookie	This cookie, which may be set by Google may be used by advertising partners to build a profile of interests to show relevant ads on other sites. It works by uniquely identifying your browser and device. The main purpose of this cookie is targeting/advertising .
SAPISID	.google.com	Google set a number of cookies on any page that includes a Google Map. While we have no control over the cookies set by Google, they appear to include a mixture of pieces of information to measure the number and behaviour of Google Maps users.
VISITOR_INFO1_LIVE	YouTube cookie	This cookie is set by Youtube to keep track of user preferences for Youtube videos embedded in sites;it can also determine whether the website visitor is using the new or old version of the Youtube interface.The main purpose of this cookie is targeting/advertising .
YSC	YouTube cookie	This cookie is set by YouTube to track views of embedded videos. The main purpose of this cookie is performance .
_ga	Google Analytics	This cookie name is associated with Google Universal Analytics - which is a significant update to Google's more commonly used analytics service. This cookie is used to distinguish unique users by assigning a randomly generated number as a client identifier. It is included in each page request in a site and used to calculate visitor, session and campaign data for the sites analytics reports. By default it is set to expire after 2 years, although this is customisable by website owners.
SID	.google.com	'SID' and 'HSID' contain digitally signed and

		encrypted records of a user's Google account ID and most recent sign-in time. The combination of these two cookies allows us to block many types of attack, such as attempts to steal the content of forms that you complete on web pages.
SSID	.google.com	Google set a number of cookies on any page that includes a Youtube video. While we have no control over the cookies set by Google, they appear to include a mixture of pieces of information to measure the number and behaviour of Youtube users, including information that links your visits to our website with your Google account if you are signed in to one. Information about your use of our website, including your IP address, may be transmitted to Google and stored on servers in the United States. This cookie does not identify you personally unless you are logged into Google, in which case it is linked to your Google account.

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

Links to other websites

Our website may contain links to other websites 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.

More questions?

To contact Fiennes Restoration with a data protection query regarding the processing of your personal data, please email enquiries@fiennes.co.uk

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 8th February 2019