

Lingo Solutions Ltd - GDPR DATA PRIVACY NOTICE

THE IMPORTANCE OF YOUR PRIVACY

At Lingo Solutions Ltd we take your privacy seriously and will only use your personal information for the following purposes, to administer your account and to provide products and services you have requested from us. We will never sell your data on to third parties. Under the General Data Protection Regulations, which is law from May 2018, we are required to gain your consent to process your personal data and will also request your consent as to the methods we can use to contact you.

WHO ARE LINGO SOLUTIONS LTD

Lingo Solutions Ltd is a family run business, offering a range of IT Services and solutions to home and businesses alike. We are based in Cowplain in Hampshire and have been trading since 2013.

PASSING DATA

We may contact you as advised by Mitsubishi and our other suppliers (please refer to the "YOUR RIGHTS" section below) to ensure the ongoing safety and care of your vehicle and any policies are maintained, and the replacement of your vehicle and car care related products.

We will register your vehicle keeper details and will cross check your data with DVLA to ensure accurate and timely communications can be made.

MARKETING

We may contact you during any support contract that you have with us, via post, e-mail, telephone and text message, for essential work that may need to be carried out as part of that contract. You may opt out of any form of marketing by expressing your wish to do so when we check or collect your personal information or by contacting our data protection officer below. When you visit our website we will use Cookies on your browser. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. We may track your interactions with Lingo Solutions Ltd via e-mail and text activity and record phone calls for quality and training purposes. For further information please visit www.aboutcookies.org or www.allaboutcookies.org.

YOUR RIGHT TO WITHDRAW CONSENT

Except as required by law, we will not use or disclose your personal information for any purpose for which you have not given us your consent or later withdraw your consent. If you withdraw consent, you agree that in spite of this withdrawal we may continue to use the personal information previously provided to us to the extent that we are contractually obligated to do so and to the extent necessary to enforce any contractual obligations you may have for example a finance agreement.

WHERE YOUR DATA IS STORED

We retain your details for as long as we have evidence that you are a direct customer of ours. We take steps to ensure that any business that we work with has security protocols and policies in place to manage and record your data privacy and preferences correctly and that your data is stored securely. The security of your data is paramount. Documentation can be supplied on request from our Data Protection Officer details of whom can be found below.

YOUR RIGHTS

Under the General Data Protection Regulations, you have the right to:

Request copies of your data, rectification of your data, erasure of your data, object to us or restrict the processing of your data and where our systems allow, give electronic access to copies of your data in a digital format.

Lingo Solutions Ltd reserves the right to update or amend this data privacy notice in line with customer feedback or updates in legislation and it will be published via our website at www.lingosolutions.co.uk

DATA PROTECTION OFFICER

Name: Damien English

Address: 36 Padnell Avenue, Cowplain, Waterlooville, Hampshire, PO8 8DT

Email: damien@lingosolutions.co.uk

If we are unable to resolve any issues you raise within 30 days you have you have the right to complain to the Information Commissioners Office @ <https://ico.org.uk/concerns>