

## Privacy Policy

### Europa Service Car Limited trading as SpireDrive.

This privacy policy explains how Europa Service Car Limited use any personal information we collect about you when you use this website.

Topics:

- What information do we collect about you?
- How will we use the information about you?
- Marketing Access to your information and correction
- Testimonials
- Cookies Other websites
- Changes to our privacy policy
- How to contact us

### What information do we collect about you?

We collect information about you when you sign up with us or place an order for products or services. We also collect information when you voluntarily complete customer surveys, provide feedback and attend events. Website usage information is collected using cookies.

### How will we use the information about you?

We collect information about you to process your order, manage your account and, if you agree, to email you about other products and services we think may be of interest to you.

We use your information collected from the website to personalise your repeat visits to our website. If you agree we will use your information to send you information about our products and services and special offers.

In processing your order, we may send your details to, and also use information from, credit reference agencies and fraud prevention agencies.

Europa Service Car Limited take care of your data and the security of your data is important to us. Your data may be shared with other United Rental Group Limited businesses, of which Europa Service Car Limited is a part. We will never share or sell your information to any other party other than that which is necessary to meet our statutory obligations.

We may therefore share your information with the DVLA, local authorities, law enforcement bodies, insurance companies for fraud prevention, fine issuance and to pursue debtors.



## **Marketing**

We would like to send you information about products and services of ours and other companies in our group which may be of interest to you.

You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other members of the United Rental Group Limited.

If you have consented to receive marketing, and decide, at any time in the future, that you would like to opt out we have made it simple to do so.

If you no longer wish to be contacted for marketing purposes, please click [here](#) .

## **Testimonials**

We may post customer testimonials/comments/reviews on our websites which may contain personally identifiable information. We will obtain your consent via email prior to posting the testimonial. To request the removal of your testimonial, please contact us through one of the methods listed below in the contact us section.

## **Data Security and Integrity**

The security of the information you provide is very important to us and we try to provide secure transmission of your information. While we strive to protect your personal information, we cannot guarantee the security of any data transmission over the Internet. Once we receive your information, we take steps that we believe are reasonably appropriate to protect it from loss, misuse, unauthorised access, disclosure, alteration and destruction to ensure the data's integrity. We use a combination of technological, physical, administrative and organisational controls as well as non-disclosure or confidentiality agreements as we deem appropriate to protect your data.

If you have a user name and password for any of the features on our websites, you are responsible for keeping your password secret. You should not reveal your password to anyone. We will not ask you in an unsolicited telephone call or email for your password. In addition, you should take reasonable precautions when using a computer that is not your own or in a public setting.

## **Access to your information and correction**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the following address. We may make a small charge for this service.



We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

### **Cookies**

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.

For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org). You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

### **Other websites**

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

### **Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 23<sup>rd</sup> May 2018.

### **How to contact us**

Please contact us if you have any questions about our privacy policy or information we hold about you:

By Email to [marketing@urg.co.uk](mailto:marketing@urg.co.uk)

By telephone 01246 282 000

OR WRITE TO US

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