

PIPE DREAMS (YORKSHIRE) LIMITED

PRIVACY NOTICE

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Who We Are

Pipe Dreams (Yorkshire) Ltd (*'we' or 'us' or 'our'*) gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Pipe Dreams (Yorkshire) Ltd's registered office is at Office F1, Beverley Enterprise Centre, Beck View Road, Beverley, East Riding of Yorkshire HU17 0JT and we are a company registered in England and Wales under company number 12723492. We act as the data controller when processing your data. Our designated Data Protection Appointed Person can be contacted at the above address or by the preferred method of an email to hello@pipedreamsclassics.com

Information That We Collect

Pipe Dreams (Yorkshire) Ltd processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we may collect from you is: -

- Name
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Mobile Telephone Number
- Driver's License
- Log Book
- Car registration
- Image via CCTV

We do not have the need to collect any special category data.

We collect information in the below ways: -

Via an online form on our website which is then sent as an email to us, via telephone interaction, via SMS or WhatsApp, via business cards given to us with your consent, via email sent directly to us, via our social media platforms.

Additionally we collect and process your data when you enter into a contract with us for any of our services.

How We Use Your Personal Data (Legal Basis for Processing)

Pipe Dreams (Yorkshire) Ltd takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. The purposes and reasons for processing your personal data are detailed below: -

- We collect your personal data in the performance of a contract or to provide a service
- We collect and store your personal data as part of our legal obligation for business accounting and tax purposes
- When necessary, we have a legal obligation to share your personal data with credit reference agencies and who may provide us with financial background checks prior to you commencing financial contracts with us
- We may occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. Pipe Dreams (Yorkshire) Ltd uses third-parties to provide the below services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

QuickBooks: <https://quickbooks.intuit.com/ph/privacy/>

Apple: <https://www.apple.com/legal/privacy/en-ww/>

We may also disclose your personal data to third parties in the event that we sell or buy any business or assets (in which case we may disclose your personal data to the prospective seller or buyer of such business or assets) or if we, or substantially all of our assets are acquired by a third party, in which case personal data held by us about our customers and subscribers will be one of the transferred assets.

Your Rights

You have the right to access any personal information that Pipe Dreams (Yorkshire) Ltd processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Safeguarding Measures

Pipe Dreams (Yorkshire) Ltd takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including: - SSL, TLS, encryptions, restricted access, IT authentication, firewalls, anti-virus/malware.

We will take all reasonable steps to protect your personal data. However, the Internet is global and no data transmitted via the Internet can be guaranteed by us to be completely secure during

transmission. We cannot guarantee the security of any data that you disclose online and we will not be responsible for any breach of security unless this is due to our negligence or wilful default.

Transfers Outside the UK

Personal data in the United Kingdom is protected by the General Data Protection Regulation (UK GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data.

Pipe Dreams (Yorkshire) Ltd utilise some products or services (or parts of them) that may be hosted/stored in non-UK countries, which means that we may transfer any information which is submitted by you through the website outside the European Economic Area ("EEA") for the below purposes: Website hosting, email servers, customer database, customer marketing database.

Therefore, when you use our website or send us an email or give us your details, the personal information you share with us may be stored on servers which are hosted in outside of the UK.

Where this is the case, we will take steps to ensure that those providers use the necessary level of protection for your information and abide by strict agreements and measures set out by Pipe Dreams (Yorkshire) Ltd to protect your data and comply with the relevant data protection laws.

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to Pipe Dreams (Yorkshire) Ltd however, as this information is required for us to provide you with our services, where we will have legitimate interests and consent, we will not be able to offer some of our services without it.

Legitimate Interests

As noted in the '*How We Use Your Personal Data*' section of this notice, we occasionally process your personal information under the legitimate interests' legal basis. Where this is the case, we have carried out a thorough Legitimate Interests' Assessment (LIA) to ensure that we have weighed your interests and any risk posed to you against our own interests; ensuring that they are proportionate and appropriate.

How Long We Keep Your Data

Pipe Dreams (Yorkshire) Ltd only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Special Categories Data *[not applicable]*

Owing to the products, services or treatments that we offer, Pipe Dreams (Yorkshire) Ltd sometimes needs to process sensitive personal information (*known as special category data*) about you. Where we collect such information, we will only request and process the minimum necessary for the specified purpose and identify a compliant legal basis for doing so.

Where we rely on your consent for processing special category data, we will obtain your explicit consent through a signature. You can modify or withdraw consent at any time, which we will act on immediately, unless there is a legitimate or legal reason for not doing so.

Marketing

Pipe Dreams (Yorkshire) Ltd may occasionally send you a newsletter on our products / services / promotions by email or SMS, that have been identified as being beneficial to our customers and in our interests. Such information will be relevant to you as a customer and is non-intrusive and you will always have the option to opt-out/unsubscribe at any time.

If you would prefer *not* to receive the above-mentioned marketing and offers, please inform us immediately and we will remove your details from any future marketing campaigns.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information may be used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.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.

Pipe Dreams (Yorkshire) Ltd's website uses Google Analytics, a web analytics service provided by Google, Inc. Google Analytics sets a cookie in order to evaluate your use of this website and compile reports for us on activity on the website. Google stores the information collected by the cookie on servers in the United States and the transfer of the data to servers in the USA is governed by the EU-US Privacy Shield framework. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. By using our website, you consent to the processing of data about you by Google in the manner and for the purposes set out above. More information about Google's compliance with data protection can be obtained from their website

<https://privacy.google.com/businesses/compliance>.

Lodging A Complaint

Pipe Dreams (Yorkshire) Ltd only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws.

Pipe Dreams (Yorkshire) Ltd pride ourselves in our customer care so in the first instance please contact us outlining the details of your complaint and we will do our best to resolve this amicably.

If, however you are unhappy with the response you receive from us and wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the Information Commissioner's Office.

Both complaint details are below:

Pipe Dreams (Yorkshire) Ltd

Data Protection Appointed Person / Director

Office F1, Beverley Enterprise Centre, Beck View Road, Beverley, East Riding of Yorkshire, HU17 0JT

hello@pipedreamsclassics.com

03301 332711

ICO

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Revision History

VERSION	REVISION DATE	REASON FOR REVISION	DESCRIPTION OF REVISION
1	08.07.2020.		New Policy
2	20.07.2022.	Address update	New address details inserted

2	20.07.2022.	Social media	Instagram added
3	02.04.2024.	Update company details	Company name change to incorporate Cars for TV