



ServicingPRO



VANS
North West Ltd



LeasingPRO

Privacy Policy

Our Privacy Promise

Vans Northwest Ltd is committed to protecting your privacy and keeping your personal information secure. We comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and all applicable data protection laws.

We will always be transparent about the information we collect and how we use it. We only collect personal data we need to provide our services, improve your experience and meet our legal and regulatory obligations.

If you ask us not to contact you for marketing purposes, we will respect your request. We will however continue to contact you with important information relating to any products or services you have purchased from us.

About Us

Vans Northwest Ltd is a vehicle retailer based at Haydock Lane, St Helens, WA11 9UY.

We are authorised and regulated by the Financial Conduct Authority (FCA) for consumer credit activities and insurance distribution. FCA Firm Reference Number: 648909.

We are registered with the Information Commissioner's Office (ICO) under registration number ZA073401.

We act as a supplier of vehicles and as a credit broker (not a lender) where finance is arranged.

Data Controller

Vans Northwest Ltd is the data controller responsible for your personal data.

If you have any questions about this policy or how your data is used, you can contact us at:

Email: enquiries@vansalesnorthwest.co.uk

Phone: 01942 270114

Post: Vans Northwest Ltd, Haydock Lane, St Helens, WA11 9UY

If you enter into a finance agreement or purchase additional services (such as insurance or maintenance), those providers will also act as separate data controllers.

What is Personal Data

Personal data is any information that identifies you or could be used to identify you. This may include your name, address, contact details, date of birth, employment information, financial details, vehicle information and records of your interactions with us.

When This Policy Applies

This policy applies when you:

- Visit our website
- Enquire about or purchase a vehicle
- Request finance or related products
- Contact us by phone, email or in person
- Use any services we provide



Vans North West Ltd, our trading and registered address is Haydock Lane, Haydock Industrial Estate, St. Helens, Merseyside, WA11 9UY.

www.vansalesnorthwest.co.uk | Email: sales@vansalesnorthwest.co.uk

Registered in England & Wales Company No. 5893223. VAT Number 926359989. Authorised and regulated by the Financial Conduct Authority, firm reference 648909.



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How We Collect Your Information

We collect personal data when you:

- Enquire about a vehicle or service
- Purchase a vehicle from us
- Apply for finance
- Contact us directly
- Use our website

We may also receive information from third parties such as finance providers, insurers, vehicle suppliers and credit reference agencies.

What Information We Collect

We may collect and process the following types of information:

- Personal identification details such as name, address and date of birth
- Contact details such as telephone number and email address
- Employment and financial information for finance applications
- Vehicle details and transaction history
- Records of communications with us
- Website usage data such as IP address and browsing behaviour
- Call recordings where applicable

We only collect sensitive personal data in limited circumstances and where necessary.

How We Use Your Information

We use your personal data for the following purposes:

- To supply vehicles and fulfil orders
- To arrange and process finance applications
- To provide related products and services such as warranties or insurance
- To communicate with you about your enquiry or purchase
- To manage your account or agreement
- To comply with legal and regulatory obligations
- To prevent fraud and carry out identity checks
- To improve our services and customer experience
- To carry out marketing where permitted

Legal Basis for Processing

We process your personal data based on the following legal grounds:

- Performance of a contract with you
- Compliance with legal obligations
- Legitimate interests in running and improving our business
- Your consent, where required



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Marketing

We may contact you with information about vehicles, services and offers where you have given consent or where we are permitted to do so.

You can opt out of marketing at any time by contacting us or using the unsubscribe option included in our communications.

We will never sell your personal data to third parties.

Who We Share Your Information With

We may share your personal data with:

- Finance providers to process credit applications
- Vehicle suppliers for ordering, delivery and registration purposes
- Insurers and warranty providers
- Service providers who support our business operations
- Professional advisers and regulators where required

We only share information where necessary and ensure appropriate safeguards are in place.

International Transfers

In some cases, your data may be processed outside the UK. Where this happens, we ensure appropriate safeguards are in place to protect your information.

How Long We Keep Your Data

We will retain your personal data only for as long as necessary for the purposes it was collected, including to meet legal, accounting and regulatory requirements.

Typically, we retain customer records for up to 7 years after the end of the relationship.

Your Rights

You have the following rights in relation to your personal data:

- To access the personal data we hold about you
- To request correction of inaccurate information
- To request deletion of your data where appropriate
- To object to or restrict processing
- To withdraw consent where applicable
- To request data portability

To exercise any of your rights, please contact us using the details above.

Data Security

We take appropriate technical and organisational measures to protect your personal data from loss, misuse or unauthorised access.

Cookies

Our website uses cookies to improve your browsing experience and analyse website traffic.



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You can control or disable cookies through your browser settings. Further information is available in our Cookie Policy.

Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be published on our website.

Complaints

If you are unhappy with how we handle your data, please contact us first so we can resolve the issue.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).



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