

Privacy Notice



This privacy notice is issued by Warranty Services Limited (collectively referred to as “we”; “us” and “our”) and relates to our use of any personal data supplied by you to us. Please note that this privacy notice applies only to your personal data and not to any other data (for example; data concerning a limited company; or data concerning data subjects other than yourself).

We respect your privacy rights and your rights as a data subject. We will manage and protect your data accordingly whilst it is in our hands in accordance with all applicable data protection legislation and in accordance with this notice.

Who is the Data Controller?

We are registered with the Information Commissioner’s Office, as a data controller, under the registration number of Z5313711. We can be contacted at the following address:

*Warranty Services Limited
4 Forbes Drive
Ayr
KA8 9FG
Tel: 01292 268020
E-Mail: info@qanw.co.uk*

Who is the Data Protection Officer?

We have appointed a Data Protection Officer, who is the point of contact for enquiries relating to how your data is processed. The Data Protection Officer can be contacted at the following address:

*Blair Houston
Warranty Services Limited
4 Forbes Drive
Ayr
KA8 9FG
Email: blair.houston@qanw.co.uk*

What is the Purpose of Data Processing?

The purpose of processing your data is to facilitate the membership of an applicant business with an insurance backed guarantee scheme operated by us on behalf of Guarantee Protection Insurance Limited (“the insurer”); which is a UK based insurer and is part of our group of companies.

The legal basis for processing your personal data are as follows:

- Processing your personal data is necessary to protect the legitimate interests of the insurer in their acceptance of insurance risks; and
- [Applicable only if you are a sole-trader business] Processing your personal data is necessary for the performance of a contract between us and your sole-trader business.

How Will We Use Your Data?

We may use the data you supply to us to:

- Personalise the service we provide to you.
- Communicate membership information to you.
- Carry out financial checks on you.
- Determine which business enterprises (if any) you are -or have been- connected to.
- To comply with any legal obligations that would necessitate our processing of your personal data.

How Did We Receive Your Data?

The personal data that we process shall be that which is submitted by you, to us. We also may process personal data which we obtain about you from financial checks; from Companies House; or other public registers.

What Types of Data Do We Process?

The personal data we hold, concerning you, is limited to the data that you have submitted to us and any data that we have obtained from subsequent searches (such as financial checks).

In respect of your data: We do not in the course of business hold or process special categories of data (those relating to your racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; sex life or orientation; genetic data; biometric data; or data relating to any criminal convictions or offences).

Will Third Parties Receive Your Data? What Are Their Interests?

We may pass your personal data to the insurer. This is because the insurer underwrites any insurance business that you may place with us. As such, it is in the insurer's legitimate interest, from a risk and underwriting perspective, that they have access to your personal data.

We may pass your details to Creditsafe Business Solutions Ltd for the purposes of carry out a financial check on you or your business to facilitate your business' membership with us.

We may pass your personal data to Kinnell Corporate Limited, a commercial insurance broker within our group of companies, to facilitate the purchase of any insurance products that may be required as a prerequisite of your business' membership with us.

We may pass your personal data to B&Q PLC in order to arrange for a Tradepoint card to be issued to you.

Where your business opts in to any membership benefit packages offered by us, we may provide your personal data to the benefit providers. The personal data that we send to such providers shall be limited to that which is necessary for the provider to administer your benefits. Details of those providers shall be made available before you opt in to those packages.

We may pass your personal data to fraud prevention agencies; to the police; to the courts; and to other official bodies in the exercise of their legitimate duties.

We shall not transfer your data to organisations located in countries outside of the European Economic Area.

How Long Will We Keep Your Data?

Your personal data will be retained only for as long as is necessary. Due to the long-term nature of the policies that you purchase on behalf of your customers; we will retain your personal data for up to 6 years after the expiry of the last policy purchased by you; or 6 years after the termination of your membership; whichever is the longest.

What Are Your Rights to the Data?

Right of Subject Access

You can request details of all data we hold about you by submitting a subject access request to the Data Protection Officer, at the address provided above.

We aim to comply with such a request from you within one month of the request being made. Where we cannot provide you with this information within one month; we shall inform you of this and provide the reasons why this cannot be achieved; at which point, we shall have a total of 3 months to comply with this request.

In the normal course of business, we shall not charge a fee for a subject access request. However, in the event that you make a subject access request that is of a manifestly unfounded, repetitive or excessive nature, we reserve the right to charge a fee of £10 per request.

Right of Rectification

In the event that your data is incorrect; you have the right to have this rectified by us. In the event that any of your data is incorrect, please contact the Data Protection Officer at the address provided above. We shall not charge a fee for your data to be rectified.

Right of Objection

You have the right to object to our processing of your data. Please note, that where we require to continue to process your data for reasons such as the defence of claims, we shall not be required to cease processing your data. In the event that you wish to object to us processing your data, please contact the Data Protection Officer at the address provided above.

Right of Erasure

You have the right to request that we delete your data provided that; we no longer require your data; or there is no legitimate legal basis for us to process your data; or we have unlawfully processed your data; or the data must be erased in order to comply with the law.

If you have grounds to request that we delete your data -and you wish to do so- please contact the Data Protection Officer at the address provided above. We shall not charge a fee for your data to be deleted from our databases.

Can a Complaint Be Made?

If you have any complaints about how we process your data; please contact the Data Protection Officer, at the address provided above.

In the event that we are unable to resolve your complaint: You have the right to make a complaint to the Information Commissioner's Office if you believe that your information has been mishandled by us. The Information Commissioner's Office can be contacted as follows:

*Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113*