

T.K. Auto Repairs (Cars and Vans) Privacy and Cookie Policy

Effective Date: November 2023

1. Introduction

Welcome to TK **Auto Repairs (Cars and Vans)**. We are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy outlines how we collect, use, and protect your information when you use our services.

2. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, contact details (email, phone number), vehicle information, and payment details.
- **Service Information:** Details about the services you have requested or received, including diagnostics, repairs, and maintenance.
- **Usage Information:** Information about how you use our website and services, including IP address, browser type, and browsing behaviour.

3. How We Use Your Information

We use your information for the following purposes:

- **Service Provision:** To provide and manage the services you request, including diagnostics, repairs, and maintenance.
- **Communication:** To communicate with you about your service requests, appointments, and any updates or changes.
- **Improvement:** To improve our services, website, and customer experience.
- **Legal Compliance:** To comply with legal obligations and protect our rights and interests.

4. Information Sharing

We do not sell, trade, or otherwise transfer your personal information to outside parties except as described below:

- **Service Providers:** We may share your information with trusted service providers who assist us in operating our business and providing our services.
- **Legal Requirements:** We may disclose your information if required by law or in response to legal processes.

5. Data Security

We implement a variety of security measures to protect your personal information. These measures include secure servers, encryption, and access controls to ensure that your data is safe from unauthorized access, alteration, or disclosure.

6. Your Rights

You have the right to:

- **Access:** Request access to the personal information we hold about you.
- **Correction:** Request correction of any inaccurate or incomplete information.
- **Deletion:** Request deletion of your personal information, subject to legal obligations.
- **Objection:** Object to the processing of your personal information in certain circumstances.

7. Cookie Policy

We use cookies to enhance your experience on our website. Cookies are small text files that are stored on your device when you visit our website. They help us understand how you use our site and improve your experience.

- **Types of Cookies We Use:**
 - **Essential Cookies:** These cookies are necessary for the website to function properly and cannot be switched off in our systems.
 - **Performance Cookies:** These cookies help us understand how visitors interact with our website by collecting and reporting information anonymously.
 - **Functional Cookies:** These cookies enable the website to provide enhanced functionality and personalization.
 - **Targeting Cookies:** These cookies may be set through our site by our advertising partners to build a profile of your interests and show you relevant ads on other sites.
- **Managing Cookies:** You can manage your cookie preferences through your browser settings. Most browsers allow you to refuse cookies or delete them. However, if you choose to disable cookies, some features of our website may not function properly.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and the effective date will be updated accordingly.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

- **Email:** [info@tkautorepairs.uk]
- **Phone:** [0735 180 1455]

Thank you for trusting TK Auto Repairs with your automotive needs. Your privacy and satisfaction are our top priorities.