

Renault Extended Warranty

Privacy Policy

This privacy policy applies only to the Renault Extended Warranty website. Other Car Care Plan Ltd. websites will have their own Privacy Policies. This policy is effective from 01st September 2012. We reserve the right to alter or modify this privacy policy statement at any time and in response to changes in applicable data protection and privacy legislation. You should check this webpage periodically to check for alterations / modifications.

Data Protection

Car Care Plan Ltd. (trading as Renault Extended Warranty Administration) recognises that your privacy is important and is committed to respecting your online privacy. Car Care Plan Ltd. is registered as a data controller with the Information Commissioner, Data Protection Number Z5608151, and we will only process your personal information lawfully in accordance with the Data Protection Act 1998 ('DPA').

We have taken every possible step in order to create a secure environment to protect the personal information supplied by you when buying or renewing a policy. We have adopted industry standard encryption methods: secure sockets layer (SSL) software encrypts all information input before it is sent to us.

To comply with the DPA, and for maximum peace of mind, we have implemented strict security procedures in relation to the storage and disclosure of information which you have given to us for the purpose of preventing unauthorised access. For security reasons, and to protect your right to privacy, it may be necessary and we reserve the right to ask you for proof of identity before we will disclose information about you, or to you, be this on our site or over the telephone.

Use of Personal Data

When buying or renewing a policy, we collect the following personal information:

- Name
- Address
- Telephone Number
- E-mail Address

In addition to the information above, dependent upon your chosen method of payment, and the cover type selected, we will also collect the following personal information:

- Credit/Debit card details
- Bank or Building Society details

We process your card, bank and building society details in accordance with Payment Card Industry Data Security Standards.

We use this information to process and maintain your policy. We will disclose your information to Renault UK. We and Renault UK will also be using your data for our own internal research and reporting purposes. This helps us to ensure our products best meet your requirements.

In certain circumstances, we share information about you with other trusted companies to provide you with the services you are requesting. For example, we may share information about you with our bank and other banks if you opt to pay by Direct Debit.

Any company with which we share information about you for the above purposes is contractually required to comply with confidentiality standards and data protection laws in the UK.

We do not share information about you with any unaffiliated third party for their independent use without your permission. However, we may disclose your personal information without your permission when we are legally required to do so by, for example, a court order, for the purposes of prevention of fraud or other crime or in order to establish, exercise or defend our legal rights.

We do not sell information about you to anyone.

By submitting information to us, over the phone or via the Renault Extended Warranty website, you consent to the processing of this data about you by us and our other trusted companies. We will retain your information for a reasonable period or as long as the law requires.

We use the information you supply to us to remind you when your policy is due for renewal.

Cookies and IP addresses

When you visit the Renault Extended Warranty website, to ensure critical site functionality only, we may store certain information on your computer via a “cookie”. A cookie is a small text file that a website transfers to your computer hard disk. Cookies neither reveal nor contain any identifying or personal data. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you. Cookies cannot be used to run programs or deliver viruses to your computer.

The web browsers of most computers are initially set up to accept cookies. If you prefer, you can set your web browser to disable cookies or to inform you when a website is attempting to add a cookie. You can also delete cookies that have previously been added to your computer’s cookie file. The Renault Extended Warranty website only uses cookies for critical site functionality – disabling cookies will prevent you from being able to progress through the site.

An IP address is a series of numbers that identifies a computer on the Internet. We use IP addresses to monitor our website and to anonymously report on site activity. By analysing IP addresses, we gather anonymous, aggregate information about your visit to our website. This information allows us to measure site activity and to create ideas for our site and may include the time and length of your visit, the web pages you view on our site, the website you visited just before coming to ours and your Internet service provider.

Monitoring

Monitoring or recording of your calls, emails, text messages and other communications may take place in accordance with English law, and in particular for business purposes, such as for quality control and training; processing necessary for the entering into or the performance of a policy; to prevent unauthorised use of our systems and web sites; to ensure effective systems operation; to meet any legal obligation; in order to prevent or detect crime; and for the purposes of the legitimate interests of the data controller.

Your personal data

To process and manage this agreement, we, Car Care Plan Ltd., will collect, transfer and store the information you have provided in our secure servers based in the United States of America. Car Care Plan Ltd. has taken measures to ensure that there is an adequate

equivalent level of protection of your information in the U.S.A. in accordance with legislation in the United Kingdom.

In addition to employees of Car Care Plan Ltd., your information may also be accessed by our system support providers, our collection agents, call centres and any purchaser or assignee of the agreement. These companies/providers and/or agents may be located in other EU/EEA countries and the USA.

In compliance with the Data Protection Act 1998, you are entitled to ask us to amend our records about you if they are not correct, and you may request a copy of the information we hold about you by applying to us in writing addressed to: Compliance Officer, Car Care Plan Ltd., Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG or by emailing CCPH_DPA@carcareplan.co.uk. We may charge you the statutory fee of £10 for this service.

If you would like us to remove any personal information from our records please contact our Customer Services Helpline on 0844 573 8035

Law

These terms of trading are subject to English law and to the exclusive jurisdiction of the English courts. You acknowledge that by providing data to us, you consent to the processing of your data in accordance with this privacy and security statement.

SECURITY STATEMENT

Site Security

We use the industry standard secure sockets layer (SSL) 128-bit encryption technology to ensure that all your personal and transactional information is encrypted before transmission. To check that you are in a secure area of our site look at the bottom of your browser and you will see a closed padlock. This technology and our policies are to safeguard your privacy from unauthorised access/improper use. We will continue to update these measures as new technology becomes available.

Third party site security

We cannot be responsible for the privacy policies and practices of other websites, even if you access them using links from our website. We recommend that you check the policy of each site you visit.