

COMPANY POLICY/PUBLIC

e2e Website Privacy Policy

Owner – Management Team

Policy Statement:

e2e is clear and transparent when managing visitors to our site. The Company will be clear at all times to show what we are doing to observe visitors to our website, we will adhere to government legislation at all times.

1. Purpose

- 1.1 The objective of this policy is to outline to all visitors of the e2e Total Loss Vehicle Management website how e2e Total Loss Vehicle Management collect, process and manage their personal data.
- 1.2 This policy applies to all employees of End to End Total Loss Vehicle Management Limited (including subsidiaries) (together known as the 'Company').

2. Background

2.1 ICO Registration

- e2e acts as a 'data controller' in relation to your personal data and is registered with the Information Commissioners Office (ICO) under **registration number End To End Total Loss Vehicle Management Limited – ZA528445.**

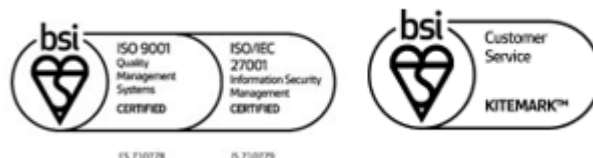
3. What does the law say?

3.1 The General Data Protection Act (GDPR) 2018 makes data protection laws fit for the digital age in which an ever-increasing amount of data is being processed. Empowers people to take control of their data. Supports UK businesses and organisations through the change and ensures the UK is prepared for the future after we have left the EU

3.2 GDPR Legal Basis for processing:

- **Art. 6(a) Consent** if you have asked us to provide you with information on a service and provided us with your details.

3.3 GDPR Legal Basis for processing:



- **Art 6(f) Legitimate interests** of e2e to generate business by maintaining contacts, generating proposals and communicating with prospective clients regarding their requirements.

3.4 GDPR Legal Basis for processing:

- **Art. 6(f): Legitimate interests** where it is in the business interests of e2e total loss vehicle management to gather data to aid business strategy planning.

4. Requirements of employees and the Company

4.1 At e2e we take our responsibilities to protect your privacy very seriously and recognise our responsibility to handle, manage and secure your data appropriately and legally. We operate in compliance with the European General Data Protection Regulation (GDPR) and Data Protection Act 2018 (UK).

4.2 e2e are the Data Controller for the personal data provided by you through our website and e2e are the Data Processor for the supplier services we provide to our clients.

4.3 This privacy notice explains what you can expect when e2e collects and processes your personal information:

- We keep to a minimum the information we hold about you.
- We use your data to provide our services to you, meet our legal obligations, and improve our website.
- We delete your data when it is no longer needed.
- Generally, we do not give your information to third parties, unless to act on your behalf following an enquiry from you, or if required by English law.
- We use website cookies.
- We are happy to answer your questions about any of this.

4.4 How we collect your personal data

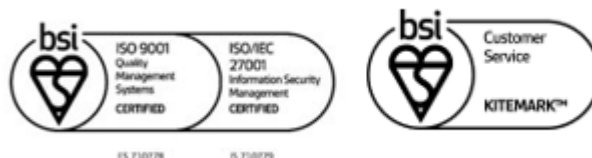
4.4.1 Public Visitors to our websites

If you contact us using the General Enquiries email address, we may process personal information, depending what you share within your email, relating to:

- Your name
- Email address
- Telephone number
- IP address
- Your enquiry details.

4.4.2 We also generate log files from various servers: this will include an IP address assigned to you or, more likely, to someone who provides you with Internet access.

4.4.3 Prospective Clients & Suppliers



If you contact us, we will hold the following information about you:

- Your name, identity and contact information
- Information about your business activities
- Information and documents about your enquiries, including communications with you

4.4.4 We use the information we hold about you and your business to provide the best service we can and to communicate with you regarding services you may be interested in.

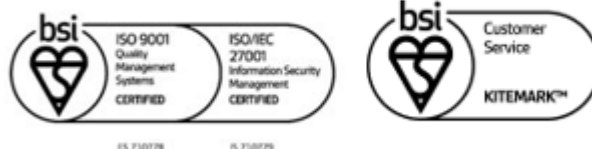
4.5 **Dealing with enquiries.** If you give us a ring or make contact by email, we will follow up on your enquiry and see if there is a way in which we can help you. We keep a record of enquiries received, to help us plan our business strategy and check that we are offering what potential clients want.

4.5 **Technical data.** We may use the logs from our servers to help maintain security, as well as to determine website visitor behaviour and help us plan our business strategy, this helps us tailor our services and ensure they are relevant to our prospective client's needs.

4.6 Your Rights.

4.6.1 Under the legislation you have the following rights in respect of your personal information. You have a number of rights in relation to the processing of your personal data by e2e:

- **Informed:** You have the right to be kept informed about who we share your personal data with.
- **Access:** You have the right to request access to and be provided with a copy of the personal data held about you together with certain information about the processing of such personal data to check that e2e is processing it lawfully and fairly.
- **Rectification:** You have the right to request rectification of any inaccurate or incomplete personal data held about you.
- **Erasure/To be forgotten:** You have the right to request erasure of any personal data held about you where there is no good reason for e2e to continue processing it or where you have exercised your right to object to the processing of your personal data.
- **Restrict processing:** You have the right to request restriction of how e2e processes your personal data; for example, you may have issues with the content of the information you hold or how we have processed your data. This is an alternative to requesting its erasure.
- **Data Portability:** You have the right to request copies of your personal data in a structured, commonly used and machine-readable format. It also gives you the right to request that a controller transmits this data directly to another controller.
- **Object:** You have the right to object to e2es processing of any personal data which is based on the legitimate interests of the company or those of a third party based on your particular



circumstances. You also have the right to object to e2e processing your personal data for direct marketing purposes.

- **Automated Decision Making & Profiling:** You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you.

4.6.2 Please note that these rights may be limited by the legislation and we may be entitled to refuse requests where exceptions apply.

4.6.3 You can find out more about your rights from the Information Commissioner's Office: www.ico.org.uk for an independent review.

4.7 How long your personal information is kept

4.7.1 We will only keep your information for as long as necessary to fulfil the purpose we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements and in accordance with our retention and disposal guidelines.

- Data about public visitors: duration of your enquiry, then one month.
- Data about prospective clients & suppliers: duration of your agreement with us, thereafter 7 years.

4.8 Who we may share your personal information with.

4.8.1 We will not transfer your personal data to third parties for their use or purpose without your permission, except in the following circumstances:

- In order to collate information to respond to your enquiry
- If required to by law or court order
- Other bodies for the prevention or detection of fraud

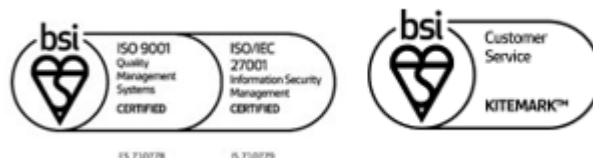
5. Further Information

5.1 e2e may update this notice at any time. You should check this notice regularly to take notice of any changes, however where any changes affect your rights and interests, we will make sure we bring to this your attention and clearly explain what this means to you.

5.2 It is the responsibility of the Change & Compliance Manager to review this policy every 12 months.

5.3 e2e will ensure any amendments are made and any changes in regulations are adhered to by all employees within e2e Total Loss Vehicle Management.

5.4 Ultimate responsibility for data protection within e2e rests with the Operations Manager, but responsibility for the annual review of this policy lies with the Change & Compliance Manager.



6. Version Control

Reviewed and approved in July 2023



APPENDIX 1 FURTHER INFORMATION

How to contact us

If you want to request information about our privacy notice or exercise any of your data protection rights, please contact us at:

Compliance Team
e2e Total Loss Vehicle Management
Unity House
Dudley Road
Darlington
Co Durham
DL1 4GG

+44 01325 352626

(Calls are recorded for security and training purposes)

compliance@e2etotalloss.com

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Use of cookies by the e2e website

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