

Privacy Policy for Prestige Motor Care

Last updated: 15/04/25

1. Who We Are

We are Prestige Motor Care Ltd, a UK-based vehicle detailing and valeting business. Our website is: <https://prestigemotor.care>

2. What Data We Collect

We may collect the following types of personal data:

- Name
- Email address
- Phone number
- Vehicle make/model (where relevant)
- Booking details
- Payment information (via secure third-party processor)
- Feedback or reviews you voluntarily provide

We do not collect or store any sensitive personal data (e.g., health or biometric data).

3. How We Collect Your Data

We collect data when you:

- Make a booking through our website or booking platform
- Contact us via form, email, or phone
- Interact with us on social media
- Leave a review or provide feedback

4. How We Use Your Data

We use your data to:

- Process and manage bookings
- Communicate with you about your services
- Send appointment reminders

- Improve our services
- Send follow-up messages or promotions (if opted in)

We will not sell or share your data with third parties for marketing purposes.

5. Lawful Basis for Processing

We process your data under the following lawful bases:

- Contractual obligation – to fulfill your booking
- Legitimate interest – to improve our services
- Consent – for promotional messages (you may withdraw at any time)

6. How We Store Your Data

We store your data securely using Microsoft 365 and trusted third-party services such as [e.g., Microsoft Bookings, Square, etc.]. Access is restricted to authorised personnel only.

7. How Long We Keep Your Data

We retain personal data only as long as necessary:

- Booking records: 2 years
- Marketing opt-ins: Until you unsubscribe
- Invoices: 6 years (for tax and legal compliance)

8. Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access your data
- Request correction or deletion
- Object to processing
- Withdraw consent at any time

To make a request, contact us at: [insert contact email]

9. Cookies

Our website may use cookies to improve functionality and user experience. You can adjust your browser settings to block cookies if you prefer.

10. Third-Party Services

We may use trusted external services (such as booking and payment platforms). These providers have their own privacy policies, and we encourage you to review them.

11. Changes to This Policy

We may update this policy from time to time. The latest version will always be available on our website.

12. Contact Us

If you have questions about this policy or your data, please contact:

Prestige Motor Care Ltd

Email: daniel@prestigemotor.care