

Privacy Policy

Who Are We?

DAC Holdings trading as Cornerstone Technologies trains vehicle repair technicians and supplies products and equipment used in the repair of vehicles.

What Personal Data Do We Process?

The personal data we would like to collect and process from you is:

Technicians receiving training: Name, email address, work address, home address, medical information, telephone number

Your employer will have provided us with your name and with the address of your workplace. You will have supplied us with additional information by completing an online or paper-based questionnaire.

Bodyshop or repair network customer name, address, phone number, email address

If we are providing training services or supplying products or equipment to your bodyshop or to bodyshops within your repair network, we process the necessary personal data required to manage a contractual relationship with you. You or a representative of the repair network of which you are a member will have given us this data electronically, in writing, or verbally.

Supplier name, address, phone number, email address

If we are purchasing services or products from your business, we process the necessary personal data required to manage a contractual relationship with you. You will have given us this data electronically, in writing, or verbally.

Website users: Name, email address, telephone number

If you contact us via the contact form on our website we will process the data you have supplied in order to respond to your enquiry. In joining our mailing list you will have submitted your email address to us via the form on our website.

Why Do We Process This Data?

The personal data we collect will be used for the following purposes:

- If you are a technician receiving training we process this data to enable us to deliver training to you and to satisfy our health and safety obligations. We may invite you to complete a post-training survey.
- If you are a bodyshop or repair network customer we process this data to enable us to provide training to your staff or to supply product or equipment in line with the service we you have been contracted to undertake for you. We will also process this data to contact you with updates and information on the products and services that we provide to you.

- If you are a supplier, we will process this data in order for us to procure products and services required to deliver the services we have been contracted to undertake.
- If you have made an enquiry via the contact form on our website we will process the data you have sent in order to respond to your enquiry.
- If you have indicated to us that you would like to receive future marketing messages by completing the mailing list form on our website we may email you from time to time.

Our legal basis for processing for the personal data:

- Performance of a contract where the data subject is a party
- Consent obtained from the data subject
- Legal obligations that we are required to meet

Any legitimate interests pursued by us, or third parties we use, are as follows:

- Sending direct marketing messages to prospects where we have explicit permission from the data subject to do so.
- Updating customer details and preferences.
- Requesting feedback from customers to improve our services.

The technology partners we use to process your data in CRM, customer survey, finance, file storage, email and other systems do not require us to transfer your personal data outside the EU and/or are compliant with the EU-US Privacy Shield Framework, meeting the requirements of data protection outside EU borders.

Disclosure

Unless specified elsewhere in this policy, DAC Holdings will not pass on your personal data to third parties without first obtaining your consent.

Retention period

DAC Holdings will process and store personal data as follows:

- Technician information: 2 years after the completion of the course
- Mailing list members: 2 years
- Website enquiries: 2 years
- Corporate customers: 7 years
- Suppliers: 7 years

Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.

- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that DAC Holdings refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined below.
- Where our basis for processing your personal data is consent, you also have the right to withdraw consent at any time.

Your rights can be exercised by contacting our Information Manager via tony.ward@cornerstonetechnologies.co.uk.

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by DAC Holdings, or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and DAC Holdings' data protection representative.

Cornerstone Technologies Information Manager

Tony Ward, Cornerstone Technologies, 18 Wildmere Road, Wildmere Industrial Estate, Banbury, Oxfordshire, OX16 3JU
tony.ward@cornerstonetechnologies.co.uk
01295 232795

Supervisory authority

ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
casework@ico.org.uk
0303 123 1113

Cookies Policy

Our site uses cookies to distinguish you from other users of our Website. This helps us to provide you with a good experience when you browse our Website and also allows us to improve our Website. We might, from time to time, use both session and persistent cookies as well as Google Analytics and other third party cookies. The Google Analytics privacy policy can be read here: <http://www.google.com/policies/privacy/>.

For more information about cookies, please see <https://cookiepedia.co.uk/>.

Cookies We Use

Strictly Necessary: These cookies are necessary for the website to function and cannot be switched off in our systems. You can set your browser to block or alert you about these cookies, but some parts of the site will not then work. These cookies do not store any personally identifiable information.

Performance Cookies: These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the site. All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies we will not know when you have visited our site, and will not be able to monitor its performance.

Targeting Cookies: These cookies may be set through our site by our advertising partners. They may be used by those companies to build a profile of your interests and show you relevant adverts on other sites. They do not store directly personal information, but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising.