

Privacy Policy for Jeeves Tune

Effective Date: 30th September 2024

At Jeeves Tune, we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, store, and protect your information when you interact with our website, services, and products.

1. Information We Collect

We collect personal information that you provide to us directly when you:

- Contact Us: Name, email address, phone number, and any other information you provide when you contact us for inquiries, consultations, or service bookings.
- Purchase Services: Billing details, payment information, and vehicle details when you purchase our services.
- Website Usage: Information about how you use our website, including IP address, browser type, pages viewed, and other usage data through cookies and similar technologies.

2. How We Use Your Information

We use the information we collect for the following purposes:

- Service Delivery: To provide and manage our remapping services, process payments, and communicate with you about your service requests.
- Customer Support: To respond to your inquiries, provide customer support, and ensure a seamless experience.
- Marketing Communications: To send you promotional emails or updates about our services, with your consent. You can opt-out of these communications at any time.
- Website Improvement: To analyse website usage, improve our online presence, and enhance the user experience.
- Legal Compliance: To comply with applicable laws and regulations, and to protect our legal rights and the rights of our customers.

3. How We Share Your Information

We do not sell or rent your personal information to third parties. However, we may share your information in the following circumstances:

- **Service Providers:** With third-party service providers who assist us in delivering our services, such as payment processors, IT support, and marketing platforms. These providers are bound by confidentiality agreements and are only allowed to use your information as necessary to perform their functions.
- **Legal Obligations:** If required by law, we may disclose your information to comply with legal processes, enforce our terms of service, or protect the rights, property, or safety of Jeeves Tune, our customers, or others.
- **Business Transfers:** In the event of a merger, acquisition, or sale of our business assets, your information may be transferred to the new owner as part of the transaction.

4. Data Security

We take data security seriously and implement appropriate technical and organisational measures to protect your personal information from unauthorised access, disclosure, alteration, or destruction. However, please note that no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

5. Your Rights and Choices

You have certain rights regarding your personal information, including:

- **Access and Correction:** You may request access to or correction of your personal information held by us.
- **Data Portability:** You may request a copy of your personal data in a structured, commonly used, and machine-readable format.
- **Deletion:** You may request the deletion of your personal information, subject to legal and contractual obligations.
- **Opt-Out:** You may opt-out of receiving marketing communications from us by following the instructions in the email or contacting us directly.
- **Cookies:** You can manage your cookie preferences through your browser settings.

To exercise any of these rights, please contact us using the details provided below.

6. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or the content of these websites. We encourage you to read the privacy policies of any linked sites you visit.

7. Children's Privacy

Our services are not directed at individuals under the age of 16, and we do not knowingly collect personal information from children. If you believe that we have inadvertently collected personal information from a child, please contact us so that we can take appropriate action.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the updated policy on our website with the effective date. We encourage you to review this Privacy Policy periodically to stay informed about how we protect your information.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

Jeeves Tune

Lyme Regis Road

Banstead

Surrey

SM72EY

Email: info@jeevestune.co.uk

Thank you for trusting Jeeves Tune with your personal information. We are committed to safeguarding your privacy and providing you with the best possible service.

This privacy policy is designed to be comprehensive and user-friendly, ensuring that Jeeves Tune's customers understand how their personal information is handled. Make sure to fill in the placeholders with your specific details before use.