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This application is owned and published by us, Vauxhall Motors Limited ('Vauxhall'), a limited liability Company registered in England, registered office MP UK1-101-135, Chalton House, Luton Road, Chalton, Luton, Beds, LU4 9TT.

Please read this policy carefully before using this application because it explains how we will process personal data. Using the MyVauxhall application indicates that you accept this policy.

### **1. Types of data being processed / Links to other applications & websites**

Vauxhall cares about your privacy. We collect and process various types of personal data via this application. This includes:

- Information you provide to us when registering, requesting and using our application, such as name, address, e-mail address
- Information collected with cookies
- Information about your vehicle and specific contract data that we need for the individual performance of the application and to provide the best service for your vehicle
- Geolocation data

For further details, see section 2.

Please be aware you may deactivate the geolocation function on your smart device and/or delete your application history at any time. You need to be aware that if the geolocation service on your smart device is deactivated, features and functions, which rely upon location data, will not be available. Likewise, deleting your application history will prevent the functionality of the application using such previously stored information.

This application can also contain links to other Vauxhall or Groupe PSA websites / applications or to websites / applications of our Vauxhall partners, authorised workshops, other affiliated companies or social media websites. When you click on such a link to any of such other Vauxhall or third party websites / applications, please be aware that these websites / applications have their own data privacy policies. Please check their privacy policies when using these websites / applications.

This application can also contain webviews with content of other Vauxhall or Groupe PSA websites or of websites of third parties. Vauxhall is not responsible for third-party content presented in webviews. The information presented therein is the sole responsibility of those website owners. Vauxhall has no control or responsibility for the content of independent websites and provides this external content to its visitors for their convenience. As a result, when you visit a page containing such content, you may be presented with cookies from these third party websites. Vauxhall does not control the distribution of these cookies. Please check the [Cookies Policy](#) of Vauxhall or the third party's privacy policy for more information.

Please be informed that Vauxhall cannot accept any responsibility or liability for third party websites.

### **2. Information about the processing of personal data**

The primary purposes for which your personal data will be processed by Vauxhall are for the registration and administration of your MyVauxhall (Website and/or App services) account and - when applicable - your VauxhallConnect services.,

Where we process personal data, the law requires that we satisfy one of six lawful basis to do so. We process your personal data because either, it is necessary to enable us to provide the services to you, you consent to us processing it or where it is necessary in our legitimate interests to effectively and efficiently run our business.

We as controllers process your personal data as follows:

<b>The information we use</b> (mandatory detail is marked with *)	<b>Why we use it</b>
<p><b>1: Personal and contact information:</b> Such as title*, first name*, last name*, address* and postcode, email address*, phone number (home, mobile, work) *, date of birth*, password*</p>	<p>Information you provide to us when registering, requesting and using our application, processing your request(s), providing services, for customer service and to contact you in accordance with your contact preferences. Password reset (you will receive a link by email to enter a new password). Information you provide to us to improve the experience of the MyVauxhall application or our services</p>
<p><b>2: Vehicle information:</b> Vehicle Identification Number (VIN), registration number, model*, model year, mileage</p>	<p>To let you know about service events or product enhancements that may be of interest to you or required for your vehicle.</p>

<b>3: Contact preferences:</b> E-mail (our main contact channel for offers and updates and news) SMS, telephone, post	Providing services and communication: Marketing, marketing opinion research purposes, customer services, offers, updates and news, analysis of sales data and contact you in accordance with your contact preferences if applicable and based on your consent.
<b>4: Retailer information:</b> Registration number*, VIN*, preferred retailer (sales and/or service)*	Providing required information for service booking and assistance
<b>5: Log files on your smart device:</b> Language setting, operating system, internet service provider (ISP) and the date/time stamp (statistical data about browser usage and Internet patterns of our users)	To optimise this application in terms of system-performance, usability and providing useful information about our products and services.
<b>6: Information collected via cookies</b>	When you access the 'Explore Vauxhall' section, we use the following session cookie to store your customisation of the information categorisation: <ul style="list-style-type: none"> <li>- Name = filters_categories</li> <li>- Origin = MyVauxhall app</li> <li>- Expiry date = 1 day</li> <li>- Category = strictly necessary, therefore no opt-out possible</li> </ul>
<b>7: If applicable, VauxhallConnect data:</b> Acceptance of connected services*	Provision of connected services and alert notifications. Subscribing to a connected service will require to accept this service's Terms & conditions at the time of subscription.
<b>8: Location and coordinates data</b>	If you agree, used to provide services based on location through Bluetooth connection with your smart device: Find a nearby dealer, find your last vehicle position, display the details of your past trips.

The data elements marked with a \* listed above are mandatory and a contractual requirement. You are therefore obliged to provide the data when you register or request certain MyVauxhall - or VauxhallConnect - related services. If you don't provide the information, we cannot fulfill your request.

All Data will be stored while account is active and kept for 10 years after inactivity.

### Who we share your information with and why

We share your personal information for the below listed purposes to the following recipients:

Services provided by the MyVauxhall App	Data/data categories	Recipient(s)
MyVauxhall App account self-registration	1. Personal and contact information	PSA Automobiles SA, 2-10 Boulevard de l'Europe 78300 Poissy, France and respective IT service provider IBM GBS France, 17 Avenue de l'Europe, 92275 Bois-Colombes, France
MyVauxhall App account management (change contact information, consents)	1. Personal and contact information 3. Contact preferences	PSA Automobiles SA, 2-10 Boulevard de l'Europe 78300 Poissy, France and respective IT service provider IBM GBS France, 17 Avenue de l'Europe, 92275 Bois-Colombes, France
<ul style="list-style-type: none"> <li>- Vehicle location</li> <li>- Share my location</li> <li>- Complete my route</li> </ul>	8. Location and coordinates data	Google Commerce Limited, Gordon House, Barrow Street, Dublin 4, Ireland.

<ul style="list-style-type: none"> <li>- Find the nearest dealership</li> <li>- Driving trips</li> </ul>		For translation of coordinates: When you use these features, we only send anonymized GPS coordinates to the Google APIs.
<ul style="list-style-type: none"> <li>- Vehicle alerts such as fluid levels, mileage</li> <li>- Maintenance servicing</li> <li>- Notifications (preferred dealer specific service offers, services, customer communication, vehicle status, service predictions, diagnostic and maintenance alert)</li> </ul>	<ol style="list-style-type: none"> <li>1. Personal and contact information</li> <li>2. Vehicle information</li> <li>3. Contact preferences</li> <li>4. Retailer information</li> <li>7. VauxhallConnect data</li> </ol>	<p>Your selected and/or preferred Vauxhall Retailer if required.</p> <p>Respective service provider of your selected and/or preferred Vauxhall Retailer: Fair Computer Systems, Ostendstr. 132, 90482 Nürnberg, Germany</p>
Vauxhall Assistance	4. Retailer information (registration plate)	Your selected and/or preferred Vauxhall Retailer if required.
Book a service	<ol style="list-style-type: none"> <li>1. Personal and contact information</li> <li>2. Vehicle information</li> </ol>	<p>Your selected and/or preferred Vauxhall retailer if required.</p> <p>OEC Europe Springfield Lyons House Chelmsford Essex, CM2 5TH</p>
Connected services (information and subscription)	<ol style="list-style-type: none"> <li>1. Personal and contact information</li> <li>2. Vehicle information</li> </ol>	PSA Automobiles SA (PSA ), 2-10 Boulevard de l'Europe 78300 Poissy, France
Feedback & suggestions	1. Personal and contact information	PSA Automobiles SA (PSA ), 2-10 Boulevard de l'Europe 78300 Poissy, France
Application quality monitoring and analytics	<ol style="list-style-type: none"> <li>5. Log files on your computer</li> <li>6. Information collected via cookies</li> </ol>	<p>PSA Automobiles SA (PSA ), 2-10 Boulevard de l'Europe 78300 Poissy, France</p> <p>We also disclose your personal data to the respective IT-Service provider Capgemini (Capgemini Technology Services, 5/7 rue Frédéric Clavel – 92287 Suresnes Cedex - France) who engages other (sub-) processors who are located outside of the European Economic Area (EEA) and therefore in a country without adequate level of data protection. There is no adequacy decision of the European Commission, but there are appropriate safeguards in place, which are in this case respective Binding Corporate Rules (BCR's). In order to obtain a copy please follow this link:<a href="https://www.capgemini.com/resources/capgemini-binding-corporate-rules/">https://www.capgemini.com/resources/capgemini-binding-corporate-rules/</a></p>

### 3. Interaction with Social Media Networks

#### Customer care and assistance via Social Media

You may contact Vauxhall Motors Limited also via our Social Media Channels. E.g., if you send us a message or post something on our Social Media Channels, we may use the information in your message or post to follow-up with you on the issue you contacted us for via the Social Media Channel which you used. In order to give you the assistance you requested, we may ask you to provide via direct or private message further information such as details on the issue, name, email, VIN, phone, location (city/state) and/or make, model and year of the vehicle. The information you provide will not be used for direct marketing; market research for service and product improvement will only be carried out on bases of aggregated (anonymised) data.

Please note that you should not include any sensitive data (such as information on racial or ethnic origin, political opinions, religious or philosophical convictions, or health) into you post or message. Be aware that if you post something on a public Social Media Channel, anyone might be able to read it.

#### 4. Where we will store your personal data

Some of the third parties referred to above are located outside the European economic area ('EEA') and therefore in a country which may not have data protection laws as stringent as those in the EU. Vauxhall will only transfer personal data outside the EEA in the following circumstances:

- To a country which the European Authorities have determined has adequate protection in place to protect personal data (e.g Canada, Switzerland or the Isle of Man)
- Where no adequacy decision has been made such as the USA, Vauxhall will only transfer your personal information where appropriate safeguards are in place (e.g where the company is a member of the Privacy Shield program or Vauxhall have entered into a suitable contract to ensure adequate protection)

For more information about where we transfer your personal information to and the safeguards that are in place to protect it, please send an email to [privacyrights@vauxhall.co.uk](mailto:privacyrights@vauxhall.co.uk).

#### 5. How long we will keep your personal data for

Your personal data will be kept for up to ten years from the date on which you purchase or dispose of your vehicle or your last interaction with Vauxhall.

#### 6. Your Rights

Data protection laws give you a number of rights in relation to your personal data. These are described below. Please note however that these rights are not absolute and in some instances will not apply.

As data subject, you have **the right to access your personal data and to be provided with a copy. You have the right to have inaccurate personal data corrected and/or erased.** You may request that your personal data is not processed for particular purposes, to object to it being processed at all or to have it transferred to a third party. If you would like to exercise any of these rights, you can do so as described below. On receipt of your request, we will either comply or explain why we cannot comply.

##### *Amending your information:*

If you have submitted personal information to us as part of your registration with MyVauxhall, this corresponds with the information stored in your profile data. If you make changes to your profile, they are also amended in our database.

##### *Block/unblock advertising, market research and opinion polls:*

You have a choice whether or not to consent to us processing your personal data for marketing purposes. Please proceed as follows:

- If you would like to allow us to contact you for marketing purposes, please check the appropriate box for the desired method of contact on your profile (optional)
- If you do not want to be contacted for marketing purposes any longer, please uncheck the checkmark on your profile

##### *Delete your information:*

If you would like to delete or deactivate your account, please log in to MyVauxhall with the e-mail address and password specified in your registration. You can then delete specific information from 'MyProfile' or you can

deactivate your entire MyVauxhall app account. To do this, click the 'Unsubscribe' button in MyProfile section and confirm this action.

Deactivating your account will not change your communication preference choices. To opt out of being contacted, please update your communication preferences before selecting the 'Unsubscribe' option.

By removing your MyVauxhall app subscription, your MyVauxhall Web and – if applicable - your VauxhallConnect account will not be deleted. In order to remove or deactivate your MyVauxhall Web and/or VauxhallConnect account, please login directly and follow the instructions of the respective platform.

If you want to exercise your above-mentioned rights or delete your account completely please send an email to [privacyrights@vauxhall.co.uk](mailto:privacyrights@vauxhall.co.uk)

#### **Your right to complain to the Information Commissioner's Office.**

If you are not happy about how we have/are handling your personal data, you can complain to The Information Commissioners Office through their website [www.ico.org.uk](http://www.ico.org.uk), by phone on 0303 123 1113 or by post at Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

#### **Right to withdraw your consent**

Where we process your personal data based on your consent, you have the right to withdraw your consent at any time. To do so please change your settings or send an email to [privacyrights@vauxhall.co.uk](mailto:privacyrights@vauxhall.co.uk). The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

### **7. Changes to the Privacy Policy**

All future changes to our Privacy Policy will be posted on this website. You should therefore periodically review these for changes to our Privacy Policy.

### **8. Contacting us**

If you need to contact us, please use one of the following contact methods:

- Write to our group company's office at the following address: Vauxhall Motors Limited, Chalton House, Luton Road, Chalton, Luton, Beds, LU4 9TT.
- Telephone our customer service team on: 0800 026 0034
- Email our customer service team at: [customercare@vauxhall.co.uk](mailto:customercare@vauxhall.co.uk)

Contact details of the Data Protection Officer are: The Data Protection Officer, Vauxhall Motors Limited, MP UK1-101-135, Luton Road, Chalton, Luton, Bedfordshire, LU4 9TT. Email: [thedataprotectionuk@mpsa.com](mailto:thedataprotectionuk@mpsa.com)

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See our [Legal Notice](#) for the full company details.