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## Privacy Policy – CMS AutoCare

Effective date: [Insert Date]

### 1. Introduction

At CMS AutoCare, we take your privacy seriously. This policy explains what data we collect, how we use it, and how we keep it secure when you contact us, use our services, or interact with our garage.

### 2. What Information We Collect

We may collect and store the following types of personal information:

- Contact Details: Name, phone number, email address, and home address.
- Vehicle Information: Registration, make/model, mileage, service and MOT history.
- Booking Records: Details of appointments, jobs carried out, payments made.
- Referral Information: If you're using or giving a referral code.
- Marketing Preference: You are automatically included in occasional updates unless you opt out.

### 3. How We Use Your Data

We use your data to:

- Manage bookings and contact you about your vehicle.
- Send estimates, invoices, and receipts.
- Keep service history records for warranty or future work.
- Send occasional service reminders or promotions (unless you've opted out).
- Improve our service and customer communication.

### 4. Marketing and Communication

We may contact you via email, text, or phone with service reminders, offers, or updates unless you ask us not to. You can opt out at any time—just let us know.

### 5. How We Protect Your Data

- Your data is stored securely, both digitally (via encrypted systems) and physically.
- Only authorised staff can access your information.
- We never sell or share your information with third parties, unless required by law.

### 6. Your Rights

You have the right to:

- Request a copy of the data we hold about you.
- Correct inaccurate or outdated information.
- Ask for your data to be deleted (unless we need it for legal or service reasons).
- Opt out of marketing at any time.

### 7. Policy Updates

We may occasionally update this policy. The most recent version is available upon request or on our website.