

GDPR

Questar Privacy Notice

At Questar, we are committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, and protect your personal data when you interact with us, in accordance with the General Data Protection Regulation (GDPR).

1. Who We Are

Questar is a telematic provider based in the UK, and we are the data controller/processor responsible for your personal data. Our contact details are:

Questar UK

Address: 68 Nottingham Road, Eastwood, Nottingham, England, NG16 3NQ

Tel: 020 8236 0545

Email: DPO@questarauto.co.uk

2. What Personal Data We Collect

We may collect and process the following personal data about you:

- Personal Identification Information: Name, address, email address, phone number, etc.
- Financial Information: Payment details, transaction history.
- Usage Data: Information about how you use our website, products, and services (e.g., IP address, browser type, interaction with the site).
- Communication Preferences: Information related to your preferences for receiving marketing communications.

3. How We Use Your Personal Data

We use your personal data for the following purposes:

- To provide our products and services to you.
- To communicate with you, respond to your inquiries, and offer customer support.
- To process payments and manage your transactions.
- To personalize your experience and improve our website/portal and services.
- To send marketing communications (where you have consented).
- To comply with legal obligations and protect our legal rights.

4. Legal Basis for Processing

We process your personal data under the following legal bases:

- Contractual Necessity: To perform the contract we have with you.

- Legitimate Interests: To manage our business operations and improve our services.
- Consent: Where you have given explicit consent for us to process your data (e.g., for marketing communications).
- Legal Obligation: To comply with applicable laws and regulations.

5. How We Share Your Personal Data

We may share your personal data with the following third parties:

- Service Providers: Third-party vendors who provide services on our behalf (e.g., payment processors, IT and service providers).
- Business Partners: In connection with joint services or products.
- Legal Authorities: Where required by law or to protect our legal rights.

We ensure that all third parties respect the security of your personal data and comply with GDPR requirements.

6. International Data Transfers

Questar intends not to transfer any data outside the UK, however, if we transfer your personal data outside the UK and European Economic Area (EEA), we ensure it is protected by appropriate safeguards (e.g., using Standard Contractual Clauses or ensuring the receiving country offers adequate data protection laws).

7. How We Protect Your Data

We implement technical and organizational measures to protect your personal data, including:

- Encryption: To protect your data during transfer.
- Access Controls: Ensuring only authorized personnel can access personal data.
- Regular Audits and Testing: To maintain and improve our security measures, we operate within the framework of ISO27001:2022 and conduct Pen Tests on an annual basis.

8. How Long We Keep Your Data

We only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including to comply with legal, accounting, or reporting requirements.

9. Your Data Protection Rights

Under GDPR, you have the following rights regarding your personal data:

- Right to Access: You can request a copy of the personal data we hold about you.
- Right to Rectification: You can request correction of inaccurate or incomplete data.
- Right to Erasure: You can request deletion of your personal data, subject to legal limitations.
- Right to Restrict Processing: You can request we limit how we use your data.
- Right to Data Portability: You can request a copy of your data in a machine-readable format.

- Right to Object: You can object to the processing of your data for certain purposes, such as marketing.

- Right to Withdraw Consent: If you have given consent, you may withdraw it at any time.

To exercise any of these rights, please contact us at DPO@questarauto.co.uk.

10. Cookies and Tracking Technologies

Our website/portal uses cookies and similar technologies to enhance your experience and collect usage data.

11. Changes to This Privacy Notice

This Privacy notice will be reviewed inline with the ISO 27001 obligation and the up to date version can be requested in writing.

12. Contact Us

If you have any questions about this Privacy Notice or your data protection rights, please contact us at:

Questar UK

Address: 68 Nottingham Road, Eastwood, Nottingham, England, NG16 3NQ

Tel:

Email: DPO@questarauto.co.uk

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Records of Change

The following table details the changes that have been made by Questar UK to this document.

Section	Change undertaken	Version	Date	Changes made by whom?
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