



# Website Privacy Notice

**Version: 1.0**

Last Updated: 20<sup>th</sup> October 2025

## Introduction

CrashAssessor UK Limited t/a Silvester Crash Repair ("CrashAssessor", "we", "us", "our"), are a company registered in England and Wales, registration number 11367930, with our registered office at Unit 3A, Henley Business Park, Pirbright Road, Guildford, Surrey, GU3 2DX. We are the Controller of the Personal Data we process, registered in the UK with the Information Commission ("IC"), registration number ZA422472.

The purpose of this privacy notice is to explain what Personal Data we collect about you when you visit our website.

Please read this privacy notice carefully as it provides important information about how we handle your Personal Data and your rights. If you have any questions about any aspect of this privacy notice, you can contact us using the information provided below in the 'Contact us' section.

We update this privacy notice from time to time in response to changes in applicable laws and regulations, to our processing practices and to the products and services we offer. When changes are made, we will update the date at the top of this document. Please review this privacy notice periodically to check for updates.

## Personal Data we collect

When you visit our website and request a quote, we will collect:

- Your name
- Your address
- Your email address
- Your phone number
- Your vehicle details

## Information about our use of Cookies

Our website uses strictly necessary cookies only.

The law states that we can store cookies on your device if they are strictly necessary for the operation of this site. To install all other types of cookies, we need your consent.

To learn more about cookies, please visit <https://www.allaboutcookies.org/>.

## Purposes for which we use Personal Data and the legal bases

We may use your Personal Data for the following purposes and on the following lawful bases:

Purpose	Lawful Basis for Processing
Responding to correspondence from you	It is in our legitimate interest to respond to enquiries made via our website, through our social channels or any other means

## Sharing your data

It is unlikely we will ever share the Personal Data of website visitors outside the UK. If this becomes necessary for the purposes of providing our services to you, we will only share it where appropriate safeguards are in place or have been entered into, such as an Adequacy Regulation or the UK International Data Transfer Agreement (IDTA), to ensure your Personal Data is protected to the same standard expected within the UK. Prior to transferring any Personal Data out of the UK, we will conduct a Transfer Risk Assessment to ensure the risks associated with the data transfer are identified and addressed.

## How long we keep your data

We will retain your Personal Data for as long as is necessary to satisfy the purpose of collection and for a reasonable period thereafter.

At the end of the retention period, your Personal Data will be securely deleted. Retention periods are detailed within our Personal Data Retention Policy. This information is available upon request.

## How we protect your data

We implement appropriate technical and organisational measures to protect data against unauthorised or unlawful processing and against accidental loss, destruction or damage.

## Your data protection rights

There are certain fundamental rights that you have in respect of your Personal Data:

Rights	Description
Right to be informed	Individuals have the right to be informed about the collection and use of their Personal Data
Right of access	Individuals have the right to receive a copy of their Personal Data, and other supplementary information
Right to rectification	Individuals have the right to have inaccurate Personal Data rectified or completed if it is incomplete
Right to erasure	Individuals have the right to request their personal information to be erased, in certain circumstances
Right to restrict processing	Individuals have the right to request the restriction or suppression of their Personal Data, in certain circumstances, in particular: <ul style="list-style-type: none"> <li>if your data is not accurate;</li> </ul>

Rights	Description
	<ul style="list-style-type: none"> <li>• if your data has been used unlawfully but you do not want us to delete it;</li> <li>• if your data is no longer needed, but you want us to keep it for use in legal claims; or</li> <li>• if you have already asked us to stop using your data but you are waiting to receive confirmation from us as to whether we can comply with your request</li> </ul>
Right to data portability	Individuals have the right to obtain and reuse their Personal Data, in a machine-readable format, for their own purposes across different services, in certain circumstances
Right to object	<p>Individuals have the right to object to the processing of their Personal Data, in certain circumstances</p> <p>Where we are using your Personal Data because it is in our legitimate interests to do so, you can object to us using it this way</p> <p>Where we are using your Personal Data for direct marketing, including profiling for direct marketing purposes, you have an absolute right to ask us to stop doing so</p>
Rights with respect to automated decision-making and profiling	Individuals have the right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you

In addition to the above, an individual also has the following rights:

Rights	Description
Right to withdraw consent	Where we are using your Personal Data based on your consent, you can withdraw your consent at any time
Right to register a complaint with the Controller of your personal data	You have the right to register a complaint if you feel we are processing your personal data unlawfully or not in accordance with this notice
Right to register a complaint with the Information Commission	You have the right to register a complaint with the Information Commission if you are not satisfied with the outcome of your complaint registered with the Controller

## Exercising your data protection rights

You will not have to pay a fee to access your Personal Data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances



## **Contact us**

If you would like to exercise your statutory data protection rights, or if you have any concerns or questions about how we handle Personal Data, please contact [zoe@silvestercrashrepair.uk](mailto:zoe@silvestercrashrepair.uk).

## **Raising a complaint with the UK data protection supervisory authority**

As stated above, if you believe you have exhausted all possible avenues for resolving your data protection concerns with us, you may register a complaint with the IC by calling their Helpline on 0303 123 1113.

You can also send your postal correspondence to:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Alternatively, you can contact them at <https://ico.org.uk/make-a-complaint/>