

Information Notice - consumer enquiry

Controller

Care by Volvo Car UK Limited an English legal entity with organisation number 11734379, with address Scandinavia House, Norreys Drive, Maidenhead, Berkshire, SL6 4FL, hereinafter referred to as “Care by Volvo”, “we”, “our” and “us”, will as controller process your personal data as described below.

Purpose and legal basis for processing

We process the personal data that you provide in connection with your enquiry to Care by Volvo. The purpose of our processing of your personal data is to administer your enquiry. We will also process the personal data that you provide to us for the purposes of statistics, research and development, to follow up on your experience and your satisfaction through surveys and to be able to recognize you as a recurrent customer and thus enhance your experience as a customer. Any calls made either from you or from us to you, may be recorded for quality control and staff development purposes.

The legal basis for our processing as described above is our **legitimate interests** in initiating your enquiry and to follow on your experience and satisfaction through a survey in order to improve our services.

Where you have **consented**, we will also send you information relating to our products, services and events that may be of interest to you.

You have the right to request us to cease our processing of your personal data or to cease sending you promotional materials at any time. Please direct a request using the contact information on our Subject Request [form](#).

Disclosure and recipients of your personal data

Your personal data will be disclosed to and processed by your selected retailer (if applicable), companies within the same group of companies as Care by Volvo and our business partners for the purpose specified above. In relation to companies within the same group of companies as Care by Volvo or our business partners located outside EEA, we will transfer your personal data with the basis of the Standard Contractual Clauses adopted by the European Commission – safeguarding your personal data.

Retention time

We will store and otherwise process your personal data up to twelve (12) months from our receipt of your enquiry.

If you have participated in our survey, we will process your personal data up to six (6) months after such survey has been performed.

Your rights and our contact information

For information on your rights in relation to our processing of your personal data and contact details for further information and complaints as well as contact details to our Data Protection Officer, please visit www.volvocars.com.uk/privacy, where you e.g. will find the Volvo Car Group’s Customer Privacy Policy.