

GDPR

Frequently Asked Questions

1. What information do you have on me?

We hold any personal data that you (the customer) have supplied to us, this could be:

- Which marketing you want to receive from us.
- Your contact information.
- Your payment information.
- Your search history on our websites.

We hold any personal data that you supplied to the dealership when you took out your agreement. Further information on the information we process, and your rights to access this information, can be found in our Privacy Policy at <https://customer.motonovofinance.com/privacy>

2. The information you have on me is wrong. Can you update it for me please? My contact details have changed. Can I update my email address or telephone number?

Please call our customer services team on 0333 200 0030.

3. I want to subscribe/unsubscribe from the marketing emails that you send me, how do I do it? I don't want to receive letters about products from you any more, can I just get emails? Can you stop texting me information about offers?

Please call our customer services team on 0333 200 0030 to update your marketing preferences.

4. I'm an authorised person on someone else's agreement, has anything changed?

GDPR will not affect our processes for 'authorised persons'. We only add an 'authorised person' onto an account with the customer's authorisation.

5. I don't have an agreement with you any more, can you delete all of the information that you hold on me?

As set out in our Privacy Policy at <https://customer.motonovofinance.com/privacy> MotoNovo Finance will keep information about any account you hold with us for [at least] the duration of your agreement and the period of 6 years from the end of your agreement, in line with our data retention policy that stipulates the timescales in line with our lawful purpose for processing your data.

If you believe that data has been retained beyond this period you can email DPO@motonovofinance.com with a request for deletion of your personal data.

6. My agreement is in your Collections department now, can you delete all of my information off your system?

We cannot delete personal information if your agreement is still active or if you are in arrears.

This is because we need that information to continue servicing your agreement.

The personal information on the account may still fall within the 6 year period (where we still need to keep your records) following the settlement of the account.

Your information would only be deleted after the 6 years has passed.

7. Can I request that you transfer the information you hold on me to another company?

Yes, this is your Right to Portability.

This covers information such as contact information that you have provided us with when you applied for the agreement, but this doesn't include everything we have on you.

If you would like this information or more please contact MotoNovo Finance by emailing DPO@motonovofinance.com

8. What if a third party (such as an insurance company) requests information about myself?

There is no change to how we manage these requests.

As long as the third party has submitted the relevant authorisation form (usually a form signed by both you and the third party) then the process remains the same.

9. I would like more information on GDPR and what my rights are, what should I do?

We would recommend you visit the Information Commissioner's Office (ICO) where you can access general information about GDPR. Our Fair Processing Notice (FPN) is also available for you to read, please [click here](#) for a free downloadable copy.

10. I would like to have all of the information MotoNovo has on me, how can I go about this?

You will be required to make a data subject access request (known as a DSAR).

The DSAR can be requested by yourself directly, or by an authorised person on behalf of you, or by a third party agency (such as a Credit Reference agency).

Where it is requested by a person or party on your behalf, then we will need to have a letter of authorisation from you.

You can make this request by contacting us via email, the MyMotoNovo app, telephone or post.

Email: customerservices@motonovofinance.com

Phone: 0333 200 0030

Post: MotoNovo Finance, One Central Square, Cardiff, CF10 1FS.

You will need to provide us with as a minimum; 1) your name, 2) date of birth 3) current address. If you can give us your agreement number, car registration or even previous addresses, that would be better.

This is free of charge as of 25th May 2018 and we will send you the information that you've requested within 30 days of receiving the request in the post. If it is going to take us longer than 30 days to get this information collated, then we will inform you within that 30 day timeframe with a date by which we will get it to you.

11. How do I make a complaint about the way my data has been handled or report a data breach?

If you would like to make a complaint regarding the way in which we handle your data or due to a believed data breach, please contact us via email, the MyMotoNovo app, telephone or post.

Email: customerservices@motonovofinance.com

Phone: 0333 200 0030

Post: MotoNovo Finance, One Central Square, Cardiff, CF10 1FS.