

## **Mikes Bikes (Aviemore) Limited 2018 – Privacy Statement**

### **Compliance with General Data Protection Act**

#### **The way in which we store/use customer's data;**

**Hire customers** – For our insurance, health, safety, security and booking reasons we require the following from customers – name, address, weight, telephone number, allergies/medical conditions & height. This information will be used for the sole purpose of hiring bikes, guided trips or events the shop is having. The hire booking forms will be destroyed on a seasonal basis (End March & Mid Nov). The customer has the option to sign up to our mailing list when they complete a hire booking form. If they chose this option their data will be input into our hire data base only accessible to the bike hire manager and permanent members of staff. This information will be used to inform them of events, bike shop news and bike shop offers during the year. The information will not be passed onto 3<sup>rd</sup> parties.

**Customers purchasing or ordering a bike or a specific item (co-ordinate and individual, invoicing, payment on the day and or bike to work schemes)** – For warranty issues, servicing, recall, orders and insurance, health & safety issues - we require the following details from customers – name, address, telephone number & email address. The customers data will be held on a data base only accessible to permanent members of staff & be used when necessary to contact a customer. The information will not be passed onto 3<sup>rd</sup> parties.

**Repair Bikes** – customer name and contact details will be put in our diary for the day the repairs are booked in. This is required for security reasons and if we need to contact the customer. At the end of each year the diaries are stored in the shop office. The information will not be passed onto 3<sup>rd</sup> parties.

**Attendees at events / workshops / rides/ guided trips** – From insurance, health, safety, security and booking reasons we require the following information from customers – name, address, weight, telephone number, allergies/medical conditions & height. This information will be used for the sole purpose of guided trips or events the shop is having. The information will be destroyed on a seasonal basis unless the customer chooses to be added to our data base. If they chose to be added to our data base the information will be used to inform them of events, bike shop news and bike shop offers during the year. The information will not be passed onto 3<sup>rd</sup> parties.

**Competition entries etc.....** Customer's details will not be shared with third parties and used solely for competitions and promotions / events we are doing. The information will be destroyed on a seasonal basis unless the customer chooses to be added to our data base. If they chose to be added to our data base information will be used to inform them of events, bike shop news and bike shop offers during the year. The information will not be passed onto 3<sup>rd</sup> parties.

**May 2018**

