



# Privacy notice for AVRO

AVRO (Association of Vehicle Recovery Operators) takes your privacy seriously. We are a “controller” of the personal information that you provide to us and this privacy notice sets out how, why and for how long we will use your personal data, as well as who it is shared with. It also explains your legal rights as a data subject and how to exercise them.

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## What we need from you

When you register as a member of AVRO or renew your membership, we may ask you for some or all of the following personal information:

- Contact details – e.g. Company name, address, email and website address and phone numbers.
- Vehicle Recovery Services offered.
- Current Insurance details e.g. broker, company, expiry date.
- Number of current employees.

If you do not provide us with all of the personal information that we need this may affect our ability to offer you all of our membership services and benefits.

## Why we need your personal information

We need to collect our members’ and customers’ personal information so that we can manage your relationship with us. We may use our members’ personal information to:

- Provide you with core member services, including confirmation of membership, membership certification, end of year renewal.
- Provide you with news and updates about AVRO, opportunities to get involved in regional meetings, training, general meetings or other events.
- Engage with you on subjects relevant to the recovery industry, including obtaining your views in surveys, providing special offers, benefits and discounts.
- Raise awareness of AVRO’s activities by capturing photos, videos, etc.at events. We will use this for promotion, education and development purposes.
- Respond to and investigate your questions, comments, support needs, complaints, concerns or allegations.

## Who we share your personal information with

We may be required to share personal information with statutory or regulatory authorities to comply with statutory obligations. Such organisations include the Health & Safety Executive, Police Forces etc. We may also share personal information with professional and legal advisors for the purpose of obtaining advice.

## Third party suppliers with access to members’ personal data

AVRO may use third party suppliers to provide services. These suppliers may process personal data on our behalf as “processors” and are subject to contractual conditions to only process that personal information under our instructions and protect it.

In the event that we share personal information with external third parties, we only share such information strictly required for the specific purposes and take reasonable steps to ensure recipients shall only process the disclosed personal information in accordance with those purposes.

## How long we keep your personal information

We only keep your personal information for as long as necessary to provide you with membership services. Unless you ask us not to, we will review and delete your personal information where you have not renewed your membership with us for 4 years.

## You have a right to:

- Change your communication preferences or restrict the processing of your personal data for specific purposes.

- Request that we correct your personal data if you believe it is inaccurate or incomplete.
- Request that we delete your personal information.
- Access the personal data that we hold about you through a “subject access request”.

You have a right to complain about data management and processing to the Information Commissioner [www.ico.org.uk](http://www.ico.org.uk)

You can contact us at AVRO, PO BOX 6948, Rugby CV21 9UE or email [sara@avrouk.com](mailto:sara@avrouk.com) or call [01788 572850](tel:01788572850)