

AUTOMOTIVE CONSULTING ENGINEERS LTD



Privacy & Cookies Privacy Information & Policy

1. Introduction & General Terms.

ACE is committed to protecting your personal information when you are using ACE services. We want our services to be safe for our cliental. This Privacy Policy relates to our use of any personal information you provide to us via phone or text, by email, in letters or correspondence. It also relates to our use of any personal information you provide to us online or on mobile.

In order to provide you with the full range of ACE services, we sometimes need to collect information about you.

This Privacy Policy explains the following:

- what information ACE may collect about you;
- how ACE will use information we collect about you;
- when ACE may use your details to contact you;
- whether ACE will disclose your details to anyone else;
- your choices regarding the personal information you provide to us;
- the use of cookies on ACE's website and how you can reject these cookies.

ACE is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all laws concerning the protection of personal information, including the Data Protection Act 1998.

ACE website contains hyperlinks to websites owned and operated by third parties. These third party websites have their own privacy policies, and are also likely to use cookies, and we therefore urge you to review them. They will govern the use of personal information you submit, which may also be collected by cookies whilst visiting these websites. We do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

2. Who are ACE?

ACE opened for business in November 1993 to provide inspection services to Mechanical Breakdown Insurance Companies in the UK and since then has spread to include Leasing Companies, Finance Houses and Legal Advisors. We have completed approximately 100'000 inspections in the last 6 years.

We are one of the leading Independent Consulting Motor Engineers in the UK dealing with most, if not all, vehicle examination needs and requirements. We have engineering consultancy resources across the UK and our services include general and specific types of examinations on cars and commercial vehicles. We provide a one-stop facility for our Clients for information and guidance.

Allenby House, Knowles Lane, Bradford, West Yorkshire, BD4 9AB. Tel: 0845 074 3644 Fax: 0845 074 3645

E-mail: info@ace-uk.org Web Site: www.ace-uk.org

"Helping You Make Informed Decisions"

Registered Office: 1st Floor, 8 -12 London Street, Southport, Merseyside, PR9 0UE. Registered in England No 3331462

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You have our Word Our total aim and commitment of our service is to provide a second-to-none inspection service throughout the UK and to work with the highest levels of integrity and honesty.

When we refer to “We” or “Our” or ACE, we are referring to Automotive Consulting Engineers Limited.

3. What information do ACE collect?

We collect information from you when you place an order or fill out a form.

When ordering or registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone number, credit card information or vehicle details including fault and inspection location. You may, however, visit our site anonymously.

4. What do ACE use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To personalize your experience
(your information helps us to better respond to your individual needs)
- To improve our website
(we continually strive to improve our website offerings based on the information and feedback we receive from you)
- To improve customer service
(your information helps us to more effectively respond to your customer service requests and support needs)
- To process transactions
Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.
- To administer a contest, promotion, survey or other site feature
- To send periodic emails

The email address you provide for order processing, may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc.

5. How does ACE protect your information?

We implement a variety of security measures to maintain the safety of your personal

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information when you place an order or enter, submit, or access your personal information.

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.

After a transaction, your private information (credit cards, financials, etc.) will not be kept on file for more than 60 days.

6. Do ACE disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

7. Offensive or inappropriate content on ACE website.

If you post or send offensive, inappropriate or objectionable content anywhere on or to ACE websites or otherwise engage in any disruptive behaviour on any ACE service, ace may use your personal information to stop such behaviour.

Where ACE reasonably believes that you are or may be in breach of any applicable laws (e.g. because content you have posted may be defamatory), ACE may use your personal information to inform relevant third parties such as your employer, school email/internet provider or law enforcement agencies about the content and your behaviour.

8. Third party links.

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

9. What if I am a user aged 16 or under?

If you are aged 16 or under, please get your parent/guardian's permission before you provide any personal information to ACE. Users without this consent are not allowed to provide us with personal information.

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10. Can I find out what personal information ACE holds about me?

Under the Data Protection Act you have the right to request a copy of the personal information ACE holds about you and to have any inaccuracies corrected. (We charge £10 for information requests and require you to prove your identity with 2 pieces of approved identifications). We will use reasonable efforts to supply, correct or delete personal information about you on our files.

Please address requests and questions about this or any other questions about this policy to the Data Protection Officer, Automotive Consulting Engineers Ltd, 1st Floor, 8-12 London Street, Southport, Merseyside PR9 0UE.

11. What if I am accessing ACE websites outside the UK?

ACE website is published in the UK by ace-uk.org and is accessible outside of the UK. All personal information submitted by users outside the UK to ace-uk.org will be processed in accordance with this Privacy Policy.

12 - Cookies Policy – Information ACE collects from you.

a. What is a cookie?

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, tablet or mobile phone (referred to here as a "device") browser from a website's computer and is stored on the device's locally, hard drive, often as a small text file or similar. Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a website to access the cookies it has already sent to you, not the cookies sent to you by other websites. Many websites do this whenever a user visits their website in order to track online traffic flows. We do not use tracking cookies. The cookies ACE use are for our clients use and they must opt into these during web site database use.

b. How might ACE use cookies in the future?

Information supplied by cookies can help us to analyse the profile of our visitors and help us to provide you with a better user experience. For example, if on a previous visit you went to our Helpful Hints page, we might find this out from your cookie and highlight Helpful Hints information on your second and subsequent visits. ACE may use this type of information to help improve the services it provides to its users. All third parties are strictly required not to use any information for their own business or other purposes (see section 4 above). Certain areas of ACE websites may use cookies for a specific reason - for example, to help you log in (referred to as keyless entry).

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c. How might ACE use Third Party Cookies embedded content on ACE pages, in the future?

Please note that during your visits to ACE websites you may notice some cookies that are not related to ACE or ACE's contractors. When you visit a page with content embedded from, for example, YouTube, Google or Flickr, you may be presented with cookies from these websites. ACE does not control the dissemination of these cookies. You should check the third party websites for more information about these.

d. ACE cookies and how to reject cookies? (this only effects clients with log-in's, as all other visitors are anonymous).

To reject cookies see section 13 below (DNT). It is important to note that if you change your settings and block certain cookies, this means that certain personalised features cannot then be provided and accordingly you may not be able to take full advantage of all of the websites' features.

13 - Do not Track (DNT) browser setting.

DNT is a feature offered by some browsers which, when enabled, sends a signal to websites to request that your browsing is not tracked, such as by third party ad networks, social networks and analytic companies. Our website does not currently respond to DNT requests, however, unless you are a client with a log in name and password, you are automatically opted out of tracking on our web site.

14. Online Privacy Policy Only

This online privacy policy applies only to information collected through our website and not to information collected offline.

15. Terms & Conditions and Other documents.

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website at http://www.ace-uk.org/index.htm/files/WEB_Disclaimer.pdf

Standard Terms of Use

<https://www.dropbox.com/s/4r8w31zz0e8ysrl/1.1.1.A%20ACE%20Standard%20Terms.pdf>

Confidentiality Agreement

<https://www.dropbox.com/s/6fpxu0rc5tivdlf/1.1.1.A.%20General%20Confidentiality%20Agreement.pdf>

Mission statement

<https://www.dropbox.com/s/1nnsaprkbdczc/Mission%20and%20Value%20Statement.pdf>

If the above links do not take you to the document/s, please copy and paste them into your browser.

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16. Your Consent.

By using our site, you consent to our privacy policy.

17. Changes to our Privacy Policy.

If we decide to change our privacy policy, we will post a prominent notice on the website.

18. Contacting ACE.

If there are any questions regarding this Privacy Policy you may contact ACE using the information below.

Data Controller
Automotive Consulting Engineers Ltd
1st Floor
8-12 London Street
Southport
Merseyside PR9 0UE

Web Site: www.ace-uk.org
Email: dpa@ace-uk.org
Tel: 0845 074 3644