

Privacy Statement

UKAA Ltd are an independent firm of Consulting Motor Engineers, Assessors and Valuers, who provide vehicle inspection and assessment services on behalf of several motor vehicle insurers and other motor industry work providers.

The full range of these services includes:

- Motor vehicle claims
- Agricultural vehicle claims
- Forensic/comparison investigations
- Remote desktop imaging services

UKAA provide these services through an agreement directly with these insurers and work providers and this privacy statement details what to expect when we collect personal information in connection with these services and confirmation that we take responsibility for the protection of your personal data particularly seriously.

The General Data Protection Regulations (GDPR) came into force on 25 May 2018 and our obligation under the act is to conduct our business in the following manner: -

- Data must be processed lawfully, fairly and in a transparent manner in relation to individuals.
- Must be collected for specified, explicit and legitimate purposes and not processed in a manner that is incompatible with these purposes.
- Must be adequate, relevant and limited to what is necessary in relation to the purposes for which processed.
- Must be accurate and where necessary kept up to date.
- Must be kept in a form that permits identification of data subjects for no longer than is necessary for the purposes of which the personal data are processed.
- Must be processed in a manner that ensures the appropriate level of security is adhered to using appropriate technical or organisational methods

What data will we hold?

We will only receive personal data which is directly or indirectly connected to any motor vehicle insurance claim. This will include data provided by telephone, digital communication, post or via our website (www.ukaa.net). This may include: -

- Names, addresses, telephone numbers and email addresses of vehicle owners.
- Registration No's and vehicle makes & models

We will use personal data to support the range of services listed above and for no other purpose. This may involve the provision of your data to nominated and approved external sub contracting engineers who provide the services we have listed on our behalf outside of our normal areas of operation.

How do we store data?

Data will be held electronically within a secure web-based database, within a separate secure bespoke software system with secure electronic back up and retained as a hard copy in a location at our offices that has robust access security controls in place to prevent unauthorised entry.

How long will we keep the data for?

Data will normally be retained for a period of 6 years in line with the guidelines set by HMRC. These timescales will be reviewed and changed if HMRC change their criteria. Hardcopy records are securely destroyed within 3 years.

Sharing data

Data will only be utilised for the purposes outlined in this statement and will not be passed by us to any external parties of marketing or other sales related purposes.

Complaints or queries

UKAA endeavour to meet the highest standards when collecting and using personal data information. Any queries relating to personal data please contact general@ukaa.net.

Subject access request

Please direct any request to general@ukaa.net

Changes to this privacy statement

We keep our privacy statement under regular review and will be updated if any future legislation requires, or any issues are identified with our systems and procedures. Responsibility for keeping the statement under review rests with our Data Protection Officer.