

Customers renting a garage from LiveWest

This privacy information should be read alongside the customer and members of the public privacy notice.

To provide an effective and efficient service, LiveWest will need to collect and use customer data. The lawful basis for this processing is:

- Contract
- Legitimate Interest
- Legal Obligation

(Descriptions of the lawful basis can be found in the customers and members of the public privacy notice)

How does LiveWest collect customer data?

LiveWest collects customer data:

- Directly from the customer

What data does LiveWest collect?

LiveWest will need to collect the following customer data when a garage is rented:

- Name
- Address
- Preferred contact details
- Date of Birth
- National Insurance Number
- A form of identification
- Bank details to set up a direct debit
- Any relevant disability and health information*

* Special category data. Please see the customers and members of the public privacy notice for information relating to special category data.

How does LiveWest use your data?

LiveWest will use date of birth and national insurance number data to carry out credit

checks as well as to confirm customer identity. This will also include us seeing a form of official ID such as a driver's licence.

Customer's name, address and contact details will be used by LiveWest to provide services such as making contact regarding repairs. Any disability information will be used by LiveWest to help meet customer needs.

Customers will be required to set up a direct debit for rent payments.

The information that LiveWest collect could be shared with:

- Contractors
- Debt recovery agents or courts should a customer fail to make rent payments and LiveWest are unable to resolve this with them
- LiveWest partners within the community, such as the Police in connection with anti-social behaviour or the prevention or detection of crime

This is not an exhaustive list and there will be occasions where LiveWest share data when legally allowed to do so.

How long does LiveWest keep customer data?

When the agreement ends, LiveWest will keep customer data for six years. Following the end of the six year period, LiveWest will delete or securely destroy customer data.

Some telephone calls to LiveWest may be recorded, call recordings are generally kept for 90 days before being deleted, as will CCTV footage captured on LiveWest CCTV installations. More information regarding the storage of call recordings and CCTV footage can be found in the main customer privacy notice.