



**Artisan
Electric**

THE ARTISAN ELECTRIC WARRANTY HANDBOOK

VEHICLE WARRANTY, ROADSIDE ASSISTANCE & RECOVERY

WELCOME

TO YOUR VEHICLE WARRANTY, ROADSIDE ASSISTANCE & RECOVERY

Terms Of Cover

YOUR VEHICLE MUST always be maintained and used within Manufacturers Guidelines, Please refer to your owners handbook for terms and conditions. Repairs should only be carried out by an Authorised Repairer with prior authority of the Administrator. Failure to comply will invalidate your cover.

Questions

Should you have any questions regarding your vehicle please contact your supplying dealer. If your question is regarding your scope of cover contact the administrator.

What Is Covered

Your vehicle warranty is subject to specific terms and conditions please refer to Page 2 for full details.

Who is My First Point of Contact

Should you require assistance please contact call assist on 01206 812780 see full details on Page 3.
Should you require a repair contact your supplying dealer.

What Should I do if My Details Change

In the first instance you should contact the administrator. Tel: 03432 271 499

WHAT IS COVERED

Warranty Cover

Battery

Original battery is covered for replacement for the period of 3 years unlimited mileage (further 2yrs if extended cover is selected at time of purchase). Should your battery fail to charge to full capacity by following manufacturers guidelines during year 1 it will be replaced completely free of charge. Degradation degradation is an expected level of normal wear or reduced capacity which occurs when charging. Should your battery fail to charge to 80% capacity during years 2 and 3 it will be replaced free of charge. If extended period has been purchased, this will reduce to 70% capacity during the extended period.

Exclusions: Fire, all or any accidental damage, battery not maintained or charged as per manufacturers recommendation.

Frame / Chassis

Your vehicles frame/chassis and associated components are covered against Mechanical or Electrical premature failure for the period of 2 years. Should any of these components suffer such a failure during this period of cover and subject to terms and conditions the cost of the replacement component and associated labour will free of charge.

Exclusions: Brake linings, Tyres, Bulbs, Body & paintwork, Glass, Wiring, Water ingress, Fire, all or any accidental damage.

Drive Motor

Your vehicles drive motor is covered against premature failure for the period of 3 years or 30,000 Kilometres which ever the sooner subject to normal usage and in line with Manufacturers Guidelines terms & conditions. should the Drive Motor fail during this period it will be replaced free of charge.

Exclusions: Fire, all or any accidental damage.

ADMINISTRATION

Administrators

Autoguard Warranties Ltd
Building 5, Archipelago Office Park,
Lyon Way, Surrey GU16 7ER
Company Reg No 6574030
TEL: 03432 271499

Transfer Request

Cover can be transferred to a subsequent private owner subject to compliance with Manufacturers guidelines and acceptance by the administrator. There is an admin fee of £35 chargeable to the new owner.

Repair Request

Repairs should only be carried out by authorised approved repairers, any unauthorised work will invalidate your vehicle warranty. If you suspect a fault with your vehicle in the first instance you must not continue or attempt to ride it, you must contact your supplying dealer or the administrator for instruction. Your repairer will assess the vehicle to ascertain if there is a fault then liaise with the administrator and or the manufacturer on how to proceed.

Caring for Your Vehicle

It is your responsibility to ensure that your vehicle is maintained in a legal and roadworthy condition at all times and is routinely serviced in line with Manufacturers Maintenance Guidelines.

Repairs

Note To Repairer

Only original parts should be used, all parts to be supplied through Artisan Electric, 1 Parkvale Avenue, Prenton, CH43 3HE, info@artisanscooters.com, 0800 1588 264. Warranty work should be carried out by authorised repairers only. Always contact the administrator on 03432 271 499 prior to commencement of work to confirm labour hours, rates and parts costs. The following information will be required to process a claim under the terms of cover, contract number, owners name, current mileage, nature of fault, cost of parts and labour, maintenance history.

How To Request Repair Payment

A claim authority will be emailed to you on acceptance, this should be signed by the customer and returned to the administrator along with your detailed vat invoice for payment. Payment will be paid by bank transfer so please ensure your bank details are provided on your invoice.

CALL ASSIST

Roadside Assistance & Recovery

Section A - Roadside Assistance

Section B - Nationwide Recovery

Section C - Homestart in the UK

Section D - Emergency Key Protection

Section E - What This Service Does Not Provide

Please be prepared to provide the operator with the following information:

- Your service contract number
- Your name
- Exact location of vehicle
- Nature of breakdown
- Registration number of the Vehicle

We will then arrange for one of our recovery operators to attend the given location, as quickly as possible.

Our helpline is available 24 hours a day, 365 days a year.

LEVEL OF ASSISTANCE

As defined on your Agreement Form.

CHANGE OF ADDRESS

Assistance at your home is only covered at the address registered at inception. If you change address please notify us immediately.

PERIOD OF ASSISTANCE

The service contract is for the period as stated on your Agreement Form.

**IN THE EVENT OF A BREAKDOWN CALL
UK 01206 812 780**

Call Assist Limited operates the 24-hour motoring assistance helpline. This document sets out the terms and conditions of your Autoguard recovery and it is important that you read it carefully. There are different levels of assistance available. The assistance you hold will be set out in the accompanying Agreement Form. If changes are made, these will be confirmed to you separately in writing.

Each section of assistance explains what is and is not included. The 'What is not covered' section applies to all sections of the assistance, and there are general conditions that you must follow so you are entitled to the assistance.

MEANING OF WORDS

Wherever the following words and phrases appear in bold in this document, they will always have the following meanings.

BREAKDOWN

Not being able to use the vehicle because of:

- a mechanical breakdown;
- an accident;
- vandalism;
- a fire;
- a theft or an attempted theft;
- a flat tyre;
- a flat battery;
- it having no fuel; or
- putting the wrong fuel into it.

TERRITORIAL LIMITS

UK, which is Great Britain, Northern Ireland, the Isle of Man and the Channel Islands.

WE, US, OUR

Call Assist Limited, Axis Court, North Station Road, Colchester, Essex CO1 1UX, Registered Company Number 3668383.

In the Data Protection Act section of this service contract 'we' also means Autoguard Warranties Ltd.

VEHICLE SERVICE CONTRACT

This service contract includes breakdown assistance for the specific vehicle (or vehicles) shown on your agreement form. These are the only vehicles that this assistance applies to.

YOU, YOUR, DRIVER

The service contract holder named on the Agreement form or any person driving the vehicle, and any passengers with the vehicle.

YOUR HOME

The last address (in the UK) you gave to Autoguard Warranties Ltd as being where you permanently live or where you keep your vehicle. You must have started out from your home on your journey for assistance to apply.

VEHICLE(S)

Vehicle means the private motorcycle as identified on your Agreement Form which is less than 11 years old since first registration if you want help within Europe (no age restrictions for UK recovery) and which is:

- no longer than 5.1 metres;
- no heavier than 3,500 kilograms;
- no higher than 1.95 metres; and
- no wider than 2.1 metres;

If the vehicle you are in breaks down while you are towing a trailer, we will recover the vehicle and the trailer, as long as the trailer is not more than:

- 8 metres long;
- 3 metres high; and
- 2.55 metres wide.

PERIOD OF ASSISTANCE

The period of time which the assistance applies to that is shown on your agreement form.

JOURNEY

A trip between your home in the UK and a place within the territorial limits. The trip must not be longer than 31 days in a row, or not more than 90 days in total during the period of assistance.

LUGGAGE

Suitcases or other bags that contain personal belongings for your journey.

The assistance provided under each section is governed by the general conditions and the 'What this service does not provide' section' shown in sections F and G.

HOW TO CONTACT US FOR HELP

To get UK emergency help, phone: 01206 812780.

Text messaging is available if you are deaf, hard of hearing or have speech difficulties. Please text your full name, service contract number, vehicle registration and service contract postcode to 07537 404890.

You should have the following information available.

- The vehicle's registration number
- Your name, home postcode and contact details
- Your service contract number
- The make, model and colour of the vehicle
- The location of the vehicle
- An idea of what the problem is
- An SOS box number (if this applies).

We will take your details and ask you to stay by the phone. Once we have made all the arrangements, we will call or text you to advise who will be coming out to you and how long they are expected to take. You will then be asked to return to your vehicle.

SAFETY

Please take reasonable care at all times but stay near your vehicle until our recovery operator arrives. Once our operator arrives at the scene, please listen to their safety advice. If the police are present, please tell them that you have contacted us or give them our phone number to call us for you.

HELP ON MOTORWAYS

If you break down on the motorway, go to the nearest SOS emergency phone box. Ask the police to contact the 24-hour emergency helpline on the number shown above.

You will only be able to use the services we provide by contacting the emergency helpline number.

* If the failed component falls within the scope of your service contract then the service contract repair request procedure must be followed. You may then be able to get the repair cost partly or completely refunded.

Section A

What is Included

- If the vehicle breaks down more than one mile from your home, we will arrange and pay for a breakdown vehicle to come to the vehicle (for up to one hour) to try to get it working again.
- If the vehicle cannot be made safe to drive at the place you have broken down, we will arrange for the vehicle, the driver and any passengers to be recovered to one of the following locations, taking your circumstances into account within 15 miles.
 - your original destination;
 - your original departure point; or
 - a suitable local garage for it to be repaired. You must pay the cost of any repairs*.
- If you lose or break your vehicle keys, we will pay for the call-out and mileage back to our rescue operator's base. You will have to pay all other costs.
- We will pass on up to two messages to either your home or place of work to tell them about your situation.

What is not Included

- A breakdown at or within one mile from your home.
- Travel outside the UK.
- Anything mentioned in the 'What this service does not provide' section (Please see section F.)

Section B

The assistance in this section applies as well as the assistance shown in section A.

What is Included

If the vehicle cannot be made safe to drive at the place you have broken down, and cannot be repaired the same day at a suitable local garage, we will choose the most appropriate solution from one of the following options, taking your circumstances into account.

Option 1: nationwide recovery: If you ask, we will take the driver and any passengers, together with the vehicle, to either where you were originally travelling to or your home address. We will then arrange for the vehicle to be taken to a suitable repairer for it to be repaired at your cost, as long as this can be done in one journey.

Option 2: overnight accommodation: we will pay the costs for bed and breakfast for one night only. We will pay up to £40 (inc VAT) for each person (up to a total of £80 (inc VAT per event)).

Option 3: 24-hour UK hire vehicle: we will pay (up to £100) for a hire vehicle (with an engine of up to 1600cc for up to 24 hours). You will be responsible for returning the hire vehicle and collecting your repaired vehicle. You must meet the conditions of the hire-vehicle company to be able to hire a motorcycle.

EMERGENCY DRIVER

As well as the above, if during the journey, the driver cannot drive because of an injury or illness they have gained, and there is no one else able or qualified to drive the vehicle, we will provide, and pay for, a driver to finish the journey or return the vehicle and passengers to the place you were originally travelling from. You will need to provide a medical certificate for the driver before we provide this service.

What is not Included

- A breakdown at or within one mile from your home

- Travel outside the UK
- Anything mentioned in the 'What this service does not provide' section'. (Please see section F.)

Section C

The assistance in this section applies as well as the assistance shown in sections A (and B).

What is Included

- If the vehicle breaks down anywhere at or within one mile from your home, we will arrange and pay for a breakdown vehicle to come to where you are for up to one hour to try to get the vehicle working again.
- If the vehicle cannot be made safe to drive at the place you have broken down, we will arrange and pay for the vehicle, the driver and up to one person to be taken to a suitable local garage (normally within 15 miles), for it to be repaired. You must pay the costs of any repairs.

What is not Included

- Travel outside the UK.
- Anything mentioned in the 'What this service does not provide' section. (Please see section F.)

Section D

The assistance in this section applies as well as the assistance shown in sections A (and B, C, D).

What is Included

- Theft or loss of your keys - if your vehicle keys are stolen or lost anywhere in the UK, including Channel Isle and Isle of Man, you must report stolen keys to the police, obtaining a crime reference, and both lost and stolen keys to Call Assist who will arrange for a suitable contractor to attend the scene. Upon validation of your call out we will reimburse you for the cost of your key or lock replacement up to the service contract limit of £500.
- Broken or locked in keys - if your keys are locked in your vehicle, house or office or broken in any lock denying you access to your vehicle, you must report this event to Call Assist who will arrange for a suitable contractor to attend the scene and upon validation of your call out we will reimburse you for the cost of gaining access and if necessary provide reimbursement for a replacement key, or repair or replacement of the damaged lock, up to the service contract limit.
- Stranded due to theft or loss of vehicle key - if you are stranded more than 20 miles away from home by theft or loss of your vehicle keys and have no access to your vehicle we will pay £75.00 per day including VAT for vehicle hire, for up to 3 days. As an alternative, public transport or taxi fares may be payable. Call Assist must be notified of the circumstances first and any motorcycle hire must be arranged through them.

What is not Included

- All costs incurred where you have not notified Call Assist within 48 hours of discovery of the incident.
- Any call out for theft of keys which is not reported to the police within 48 hours of the incident and a crime reference number obtained.
- Keys lost, or broken in a lock by someone other than you.
- Keys stolen from someone other than you.
- Any call outs where you cannot provide valid receipts or tickets.
- Any motorcycle hire not arranged via Call Assist.
- Any motorcycle hire charges after the third day of hire.
- The balance of transport over the maximum limit of £75 a day.
- Any call out for replacing locks when only parts need changing.
- Any call out for damage to locks by wear and tear, mechanical or electrical breakdown, cleaning, repairing, restoring or anything which happens gradually.
- Any call out for additional or duplicate keys.
- Locks that are damaged prior to the loss or theft of keys.
- Replacement locks or keys of a higher standard or specification than those replaced.
- Charges or costs incurred where Call Assist arranges for the attendance of a contractor at a particular location and you fail to attend.
- Charges or costs incurred where you make alternative arrangements with a third party once Call Assist has arranged for a contractor to attend a particular location unless otherwise agreed by us.
- Loss or damage to any other property other than your keys and locks.
- Any loss of earnings or profit you may suffer as a result of loss or theft of your keys or any keys broken in the lock.
- Any assistance arising from any deliberate or criminal act by you.
- Any assistance where you have not taken all steps to safeguard the insured keys and locks.
- Anything mentioned in 'What this service does not provide' and General Conditions.

Section E

THIS SECTION APPLIES TO ALL PARTS OF THIS SERVICE CONTRACT

We will not provide assistance for the following

1. Any breakdown that happens during the first 24 hours after you take out assistance for the first time, except for the service shown under section A, which are available immediately.
2. The cost of fuel or any spare parts needed to get the vehicle working again, or any costs that arise from not being able to get replacement parts. You will be responsible for the cost of draining or removing contaminated fuel.
3. The cost of paintwork and other cosmetic items.
4. Labour costs for more than one hour of roadside help.
5. Any breakdown or recovery outside the period of assistance.
6. The cost (and guaranteeing the quality) of repairs when the vehicle is repaired in any garage the vehicle is taken to.
7. Any costs for vehicles, which have not been maintained and used in line with the manufacturer's recommendations.
8. Any call-out or recovery costs in the UK after a breakdown where the police or other emergency services insist on the vehicle being picked up immediately by another organisation. You will have to pay, by credit or debit card, any fees to store or release the vehicle.
9. Any toll or ferry fees incurred by the driver or the driver of the recovery vehicle whilst transporting your vehicle unless the breakdown occurs in Europe and valid European assistance is held, in which case these fees would be included by the service contract with the repatriation of the vehicle.
10. Help or recovery if the vehicle is partly or completely buried in snow, mud, sand or water.
11. Damage or costs that arise from us trying to get into the vehicle after you have asked for help.
12. Losses of any kind that come from providing, or delaying providing, the services this assistance relates to. (For example, a loss of earnings, the cost of food and drink and costs we have not agreed beforehand.)
13. Loss or damage to personal possessions you leave in your vehicle.
14. Moving animals. We will decide whether or not to move any animal from the vehicle, and if we agree to do this, it will be completely at your own risk and cost.
15. Any costs for vehicles that have broken down or were not safe to drive when assistance was taken out.
16. The costs of getting a spare wheel or tyre for a roadside repair if the vehicle does not have one. We will not pay the costs of arranging for a wheel that is secured by locking wheel nuts to be removed, if the driver is not able to provide a key to do this.
17. The recovery of the vehicle and passengers if repairs can be carried out at or near the scene of the breakdown within the same working day. If recovery takes place we will only recover to one address in respect of any one breakdown.
18. Any costs if the vehicle has been altered for, or is taking part in, racing, trials or rallying.
19. Any cost that you can get back under any other insurance policy or under the service provided by any motoring organisation.
20. Recovering the vehicle when it is carrying more than a driver and the recommended number of passengers according to the manufacturers' specifications, if there is more weight in the vehicle than it was designed to carry or you are driving on unsuitable ground.
21. Any request for service where you have not taken remedial action within two working days after a previous breakdown or temporary repair.
22. Recovery or help if the vehicle is heavier than 3,500 kilograms, longer than 5.1 metres, higher than 1.95 metres or wider than 2.1 metres.
23. Recovery or help if you are hiring the vehicle out to carry hire in return for money, unless we have agreed this with you.
24. Vehicles that have faults with electric windows, sunroofs, wipers, heaters, demisters or locks not working, unless the fault happens during the course of a journey and this affects your safety.
25. Recovery or help if the vehicle is being used to carry commercial goods.
26. Any call out that comes from:
 - any person driving the vehicle, if you know they do not have a valid licence to drive in the UK; or
 - any person driving the vehicle, if they are not authorised by you to drive the vehicle or are not keeping to the conditions of their driving licence.
27. Any use that comes from a poor-quality repair or a repair that has been attempted without our permission during the same trip.
28. Any loss or damage caused to the vehicle or any loss or cost arising from or contributed to by:
 - ionising radiation or radioactive contamination from any nuclear fuel or from any nuclear waste which results from burning nuclear fuel; or
 - the radioactive, toxic, explosive or other dangerous properties of any nuclear machinery or any part of it.
29. Loss or damage caused by war, revolution or any similar event.
30. Delays or failure in delivering service to you due to any extraordinary event or circumstance which is outside our reasonable control, such as severe weather conditions.
31. Mobile phone, phone call and postage costs are not provided under your service contract in any circumstances.
32. If you put the wrong fuel in your vehicle, you will be entitled to recovery only as shown in section A.
33. Any costs relating to the caravan or trailer if the caravan or trailer is not attached to the vehicle at the time of the breakdown.

34. We will not provide assistance or provide any service if doing so would expose us to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

SECTION G - GENERAL CONDITIONS APPLYING TO ALL PARTS OF THIS SERVICE CONTRACT

1. The vehicle must be permanently registered in the UK and, if appropriate, have a current MOT certificate and valid road fund licence or tax. The vehicle should be kept in a good condition and have been serviced regularly in line with the manufacturer's recommendations. It must be less than 11 years old since first registration if you want help within Europe.
2. We can ask for proof of outbound and inbound travel dates.
3. If we arrange for temporary roadside repairs to be carried out after damage to the vehicle, or we take the vehicle to the place you have chosen, we will not be legally responsible for any more help in the same incident.
4. We have the right to refuse to provide a service if you or your passengers are being obstructive in allowing us to provide the most appropriate help or if you or they are abusive to our rescue controllers or our recovery operators.
5. We will not provide any service unless you contact us using the emergency phone numbers provided. You must not try to contact any agent or repairer direct.
6. You are responsible for keeping the vehicle and its contents safe, unless you are not able to or you have an arrangement with us or our agent. You must be with the vehicle at the time we say we expect to be there.
7. You must quote your service contract number when you call for help and have the relevant documents needed by the repairer, recovery specialist or our chosen agent.
8. You will have to pay the cost of moving the vehicle or a repair vehicle coming out to you if, after asking for help which you are entitled to, the vehicle is moved or repaired in any other way, or you have provided location details which are incorrect. The payment must be by credit or debit card.
9. We are not responsible for any actions or costs of garages, recovery firms or emergency services carrying out work or acting on your instructions or the instructions of any person acting on your behalf. You are responsible for ensuring the quality of any repair.
10. If we pay a call out under any assistance provided by this service contract, we will be entitled to ask for all reasonable help from you to take action in your name to get back our costs from another organisation.
11. Costs incurred in addition to a standard callout where service cannot be undertaken at the roadside because the vehicle is not carrying a serviceable spare wheel, aerosol repair kit, appropriate jack or, the locking mechanisms for the wheels are not immediately available to remove the wheels. This exclusion does not apply to motorcycles or scooters.
12. We have the right to choose a suitable garage that can carry out a repair, which

you must pay for, as long as the garage can carry out the repairs within the time limits we have given. You must make the payment by credit or debit card.

13. If you agree to a temporary roadside repair, you will be responsible for any costs or any damage to the vehicle it suffers if you continue to drive the vehicle as if a permanent repair had been carried out. You acknowledge that a temporary roadside repair is aimed only to allow you to drive the vehicle to a suitable facility so a permanent repair can be carried out.
14. If the vehicle needs to be taken to a garage after a breakdown, the vehicle must be in a position that makes it reasonable for a recovery vehicle to pick it up. If this is not the case, you will have to pay any specialist recovery fees by credit or debit card.
15. You will have to pay, by credit or debit card, for any parts or other products used to repair the vehicle.
16. We will not arrange for help if we think that it would be dangerous or illegal to repair or move the vehicle.
17. If you are covered for breakdown by any other insurance policy or warranty, you must tell us.
18. If you are not willing to accept our decision or our agents' decision on the most suitable type of help, we will not pay more than £100 for any one breakdown and you will be responsible for any other costs due in recovering and repairing your vehicle.
19. We cannot guarantee that hire vehicles will always be available and we are not responsible if they are not available. We will do our best to arrange a vehicle of the same size as yours, but we cannot guarantee that there will be tow bars, bike racks, roof boxes, or accessories included. You must meet the conditions of a hire-motorcycle company to hire a vehicle.

OUR PROMISE

We want to give you the best possible service. If you are not happy with our service, the procedure below explains what you should do.

COMPLAINTS PROCEDURE

To make a complaint please write to:

Customer Services, Call Assist Limited, Axis Court, North Station Road, Colchester, Essex CO1 1UX.

Please include the details of your service contract and in particular your service contract number, to help your enquiry to be dealt with speedily.

We promise to:

- Acknowledge your complaint within three working days of receiving it;
- Have your complaint reviewed by a senior member of staff;
- Tell you the name of the person managing your complaint when we send our acknowledgement letter; and

· Respond to your complaint within eight weeks. If this is not possible for any reason, we will write to you to let you know when we will contact you again.

DATA PROTECTION ACT

YOUR PERSONAL INFORMATION

We (defined in the policy wording as Call Assist Ltd, who acts as Joint Data Controller together with Autoguard Warranties) use, maintain and collect personal information in order to provide the service detailed within this Service contract. All personal information is safeguarded with appropriate levels of security and in accordance with prevailing Data Protection legislation which may include the Data Protection Act 1998, the General Data Protection Regulation (EU) 2016/679 (the GDPR) and all other Applicable Laws in addition to any successor or replacement legislation relating to the processing of personal data.

PRIVACY NOTICE

The details provided here are a summary of how we use, collect, share, transfer and store your information. For our full Privacy Policy please follow this link - www.call-assist.co.uk/privacy-policy. Enquiries in relation to data held by us should be directed to the Data Protection Officer, Call Assist Ltd, Axis Court, North Station Road, Colchester, Essex

CO1 1UX or by emailing DPO@call-assist.co.uk.

For the full Autoguard Warranties Privacy Policy please follow this link - www.autoguardwarranties.com/privacy-policy.

SHARING YOUR INFORMATION

We will only share your information in the following circumstances:

- It is with the regulatory bodies, including but not limited to the Financial Conduct Authority (“FCA”), Financial Services Authority (“FSA”), Financial Services Commission (“FSC”)
- It is with fraud prevention and credit reference agencies
- It is required by law
- It has been authorised by you
- It is provided to Recovery Operators or other suppliers as required to fulfil our contractual and legal obligations in this Service contract and in which case your personal information will be limited to the minimum information ordinarily required for service provision: additionally, these suppliers will only be able to use

your information to provide the specific service described in this Service contract.

YOUR RIGHTS

Under the terms of Data Protection legislation you have a number of rights in relation to the information we hold about you. This includes the right to:

- Ask for a free copy of any personal information we hold about you
- Ask for correction of any information held. Any inaccurate or misleading data will be corrected as soon as possible
- Object to the use of your personal information for direct marketing
- Withdraw any permission you have previously given to us to process your personal data except where this is critical to us fulfilling our contractual and legal obligations
- Complain to the Information Commissioner’s Office at any time if you are not satisfied with our use of your information
- Ask for your personal data to be deleted or removed from our system/database. Please note that there are times when we will not be able to delete your information. This may be as a result of fulfilling our legal and regulatory obligations or where there is a minimum statutory period of time for which we have to keep your information. If we are unable to fulfil a request we will always let you know our reasons.

Should you wish to exercise any of your rights under the Data Protection legislation, please direct all enquiries to the Data Protection Officer, Call Assist Ltd, Axis Court, North Station Road, Colchester, Essex

CO1 1UX; email DPO@call-assist.co.uk.

HOLDING AND COLLECTING YOUR INFORMATION

The information we hold about you is shared with us by the Autoguard Warranties and includes such personal information as your name, address, contact details, date of birth. Where relevant, we collect special categories of data such as details regarding your health.

We also collect information from a number of different sources for example: publically available sources such as social media and networking sites; third party databases available to the insurance industry; firms, loss adjustors and/or suppliers appointed in the process of handling a request for a breakdown assistance.

USING YOUR INFORMATION

The main reason we hold, use and collect your personal and/or special categories of data is because we need it to manage your service contract and provide you with our services, such as handling a breakdown assistance request.

We will also use your information where we feel there is a justifiable reason for doing so for example: to prevent and detect fraud and financial crime (which may include processes which profile you); carrying out research and analysis (including profiling); and recording and monitoring calls.

Keeping your information

Your data is considered to be an important asset to us and as such we make every effort to ensure the necessary measures are in place to prevent unauthorised or inappropriate access, use, modification, disclosure or destruction of your data.

Measures we take to keep your data secure include, but are not limited to:

- Making regular backups of files
- Protecting company file servers and workstations with virus scanning software
- Using a system of passwords so that access to data is restricted
- Allowing only authorised staff into certain computer areas in the company
- Using data encryption techniques to code data when in transit
- Ensuring that staff are only given sufficient rights to any systems to enable them to perform their job function

USE AND STORAGE OF YOUR INFORMATION

We only keep your information for as long as is necessary in providing our services to you and/or to fulfil our legal and regulatory obligations. Your information may be transferred to, stored or processed outside the European Economic Area (EEA). We will not transfer your information outside the EEA unless it is to a country which is considered to have equivalent data protection laws or we have taken all reasonable steps to ensure the firm has suitable standards in place to protect your information. For further information, please refer to our Privacy Policy at www.call-assist.co.uk/privacy-policy.