

Garage Streamline Privacy Policy

Last updated: September 2026

Garage Streamline respects your privacy and is committed to protecting personal information.

This Privacy Policy explains what personal information Garage Streamline may collect, why it is collected, how it is used, who it may be shared with, how it is protected and what rights you have in relation to your information.

1. Who We Are

Garage Streamline operates from:

**Truleigh Manor Farm
Edburton Road
Henfield
BN5 9LL**

Email: gsdevelopments1@gmail.com

For the purposes of data protection law, Garage Streamline is responsible for the personal information it collects and uses in connection with its business, website, enquiries, bookings and services.

2. Information We May Collect

Depending on how you interact with Garage Streamline, we may collect and use information including:

Contact information

- name;
- address;
- telephone number;
- email address; and
- other contact details you provide.

Vehicle information

- vehicle registration number;
- make and model;
- mileage;
- VIN or chassis number where relevant;
- vehicle specification;
- service and repair history;
- modifications;
- tuning information;

- known faults;
- diagnostic information; and
- other technical information relevant to the work being requested.

Booking and service information

- enquiries;
- quotations and estimates;
- booking information;
- work requested;
- records of work carried out;
- parts supplied or fitted;
- warranty information;
- complaints;
- correspondence; and
- information required to administer the customer relationship.

Payment and financial information

Garage Streamline accepts payment by bank transfer and cash for workshop work.

Dyno and rolling-road bookings are paid in full through the Garage Streamline website booking system via Wix Payments at the time of booking.

We may keep records of payments, invoices, deposits, balances and other transaction information where necessary for accounting, business administration, contractual or legal purposes.

Where payments are processed through Wix Payments, Wix and its relevant payment-processing partners may process payment information in accordance with their own privacy information and applicable data protection requirements.

Garage Streamline does not need to collect or retain full bank card details where these are processed directly by an external payment provider.

Website and technical information

When you use the website, technical information may be collected automatically depending on the website's configuration and the services being used.

This may include:

- IP address;
- browser and device information;
- operating system;
- approximate technical location information;
- pages visited;
- website usage information;
- referral information; and
- information collected through cookies or similar technologies.

The exact information collected may depend on the website features, hosting provider, analytics services and cookies in use at the time.

3. How We Use Personal Information

Garage Streamline may use personal information to:

- respond to enquiries;
- discuss vehicle requirements;
- provide estimates and quotations;
- arrange workshop bookings;
- arrange dyno and rolling-road bookings;
- carry out servicing, repairs, diagnostics, tuning and other work;
- communicate with customers about their vehicle and work;
- source parts and obtain technical information where necessary;
- arrange or administer payments;
- issue invoices and maintain financial records;
- administer warranties and workmanship concerns;
- investigate complaints;
- resolve disputes;
- recover amounts properly due;
- comply with legal and accounting obligations;
- maintain appropriate business records;
- operate, maintain and improve the website;
- monitor website performance where applicable; and
- carry out marketing where permitted by law.

Garage Streamline will only use personal information for purposes that are appropriate and lawful.

4. Lawful Bases for Processing

Depending on the circumstances, Garage Streamline may process personal information on one or more of the following legal bases:

Contract

Where processing is necessary to enter into or perform a contract with you, for example when arranging and carrying out vehicle work or a dyno booking.

Pre-contract steps

Where you contact Garage Streamline to discuss proposed work, obtain an estimate or quotation, or make an enquiry before entering into a contract.

Legal obligations

Where Garage Streamline needs to process information to comply with legal, accounting, tax or other regulatory obligations.

Legitimate interests

Where processing is necessary for legitimate business purposes, such as managing customer relationships, maintaining records, protecting the business, preventing or addressing fraud or misuse, recovering amounts properly due, handling complaints or improving services, provided those interests are not overridden by your rights.

Consent

Where consent is required by law, such as for certain types of marketing or non-essential cookies, Garage Streamline will seek consent where appropriate.

Where processing relies on consent, you may withdraw that consent. Withdrawal does not affect processing that took place before consent was withdrawn.

5. Sharing Personal Information

Garage Streamline does not sell or rent customers' personal information.

Personal information may be shared with third parties where reasonably necessary for the operation of the business, provision of services or fulfilment of legal obligations.

These may include:

- website and hosting providers, including Wix;
- banks and payment service providers, including Wix Payments where applicable;
- parts suppliers, manufacturers, dealers and technical specialists;
- contractors or service providers working on behalf of Garage Streamline;
- accountants and professional advisers;
- insurers where relevant;
- debt-recovery providers where necessary;
- IT, security or technical service providers;
- law enforcement, regulators or public authorities where legally required or permitted; and
- other third parties where you have requested or authorised the sharing.

Garage Streamline will only provide information that is reasonably necessary for the relevant purpose.

Where an external provider processes personal information on behalf of Garage Streamline, that provider should only process the information in accordance with the relevant arrangements and applicable data protection requirements.

6. Website Hosting, Cookies and Analytics

The Garage Streamline website is hosted using Wix.

The website may use cookies and similar technologies.

Some cookies may be necessary for the website to function properly, while others may be used for functions such as analytics, preferences or website performance.

Where consent is legally required for non-essential cookies or similar technologies, Garage Streamline will seek that consent before using them.

You may be able to manage cookie preferences through the website's cookie settings or through your browser settings.

Because website features and third-party services may change, the cookies and technologies actually used on the website may change over time.

7. Payments

Garage Streamline currently accepts payment by:

- bank transfer;
- cash; and
- Wix Payments for dyno and rolling-road bookings.

Dyno and rolling-road bookings are paid in full through the Garage Streamline website booking system via Wix Payments at the time of booking.

Payment records may be retained for accounting, tax, contractual, legal and business-record purposes.

Where Wix Payments is used, Wix and its relevant payment-processing partners may process payment information in accordance with their own privacy information and terms.

Garage Streamline does not need to collect or retain full card payment details where these are processed directly by the external payment provider.

8. How We Protect Personal Information

Garage Streamline takes reasonable measures to protect personal information against accidental loss, misuse, unauthorised access, alteration or disclosure.

Access to personal information will be limited where appropriate to people who need it for legitimate business purposes.

However, no method of storing or transmitting information electronically can be guaranteed to be completely secure.

Customers should also take reasonable care when sending personal or vehicle information by email, through website forms or by other electronic means.

9. How Long We Keep Personal Information

Garage Streamline will keep personal information only for as long as reasonably necessary for the purposes for which it was collected and for legitimate business, accounting, warranty, dispute-resolution or legal requirements.

Different types of information may need to be retained for different periods.

For example, information relating to:

- customer enquiries;
- bookings;
- estimates and quotations;
- vehicle work;
- invoices and payments;
- warranties;
- complaints; and
- legal or financial matters

may need to be retained for different lengths of time.

When information is no longer required, Garage Streamline will take reasonable steps to securely delete, destroy or anonymise it where appropriate.

10. Your Data Protection Rights

Depending on the circumstances and subject to legal exceptions, you may have rights including:

- the right to be informed about how your personal information is used;
- the right to access personal information held about you;
- the right to ask for inaccurate or incomplete information to be corrected;
- the right to request deletion of personal information in certain circumstances;
- the right to request restriction of processing in certain circumstances;
- the right to object to certain processing;
- the right to data portability in circumstances where it applies; and
- the right to withdraw consent where processing is based on consent.

These rights are not absolute and certain legal exceptions may apply.

To exercise a relevant right or ask a question about your personal information, contact:

gsdevelopments1@gmail.com

Garage Streamline may need to verify your identity before providing personal information or making certain changes.

11. Marketing

Garage Streamline may use customer contact information for marketing where this is lawful.

Where consent is required, Garage Streamline will obtain consent before sending marketing communications.

You can ask Garage Streamline to stop sending marketing communications at any time.

12. Third-Party Websites

The Garage Streamline website may contain links to third-party websites.

Garage Streamline is not responsible for the privacy practices, security, content or information handling of external websites.

Customers should read the privacy policy of any third-party website they visit.

13. Automated Decision-Making

Garage Streamline does not use solely automated decision-making that produces legal effects or similarly significant effects on individuals.

If this changes, this Privacy Policy will be updated as necessary.

14. Complaints

If you have a concern about how Garage Streamline has handled your personal information, please contact us first:

gsdevelopments1@gmail.com

Garage Streamline will consider and respond to privacy concerns as appropriate.

You also have the right to complain to the **Information Commissioner's Office (ICO)** if you believe your personal information has been handled unlawfully.

Information about making a complaint is available through the ICO's website.

15. Changes to This Privacy Policy

Garage Streamline may update this Privacy Policy from time to time to reflect changes to:

- the services we provide;
- the website;
- payment arrangements;
- cookies and analytics;

- third-party service providers;
- data protection requirements; or
- how personal information is collected or used.

The latest version will be published on the Garage Streamline website.

We recommend checking this page periodically for any updates.

16. Contact

If you have any questions about this Privacy Policy or how Garage Streamline handles personal information, please contact:

Garage Streamline
Truleigh Manor Farm
Edburton Road
Henfield
BN5 9LL

Email: gsdevelopments1@gmail.com