

JOHN ROE GROUP - FAIR COLLECTION NOTICE

Customer full name	
Vehicle registration	

Be part of the family

We at the John Roe Group want you to know your personal information & security is important to us, and as a family run business founded by John Roe in 1969, our heritage has shaped the way we run the business. So rather than simply inviting customers to buy a car/service from us, we instead ask you to be part of the family. This highlights the focus we have on looking after you, with what we believe to be the highest standards of care and service you will find anywhere in the motor industry.

We have centres across the area – Grimsby Toyota, Hull Toyota, Lexus Hull and Scunthorpe Toyota, and we work as joint Data Controllers with Toyota (BG) Plc & Lexus UK..

We at John Roe, rely on 'legitimate interest', 'contract' obligation, 'legal obligation' and of course where necessary your 'consent' to process your personal data. We use telephone, SMS text, email and post for these purposes.

Activity	Legal basis
Purchasing a vehicle or processing an order such as a service/part	Performance of a contract. Legitimate interest.
Communicating with you about your vehicles, products you've purchased and queries you have raised	Performance of a contract. Legitimate interest.
Communication about news/offers special events just in case we can get you a newer car for same/lower price (marketing)	Consent. Legitimate interest.
Surveys – so you can feedback to us on how well we did or what we can improve on, including mystery shop from Toyota (GB) Plc	Consent. Legitimate interest.
Vehicle safety, fulfilling your orders & providing you with services for your vehicle, such as MOT & servicing reminders, warranty, roadside assistance	Performance of a contract. Legal obligation. Legitimate interest.

Further information on how the John Roe Group processes your data, including exercising your rights, please refer to our Privacy Policy or visit <https://www.johnroecars.co.uk/privacy-policy>. You may unsubscribe from our marketing communications at any time by visiting <https://www.johnroecars.co.uk/marketing-preferences>

Following your transaction with the John Roe Group, Toyota (GB) Plc/Lexus UK will also send you a verification communication requesting your consent to hear from them. For further information on how Toyota (GB) Plc processes your data and how to exercise your rights, please refer to their Privacy Policy or visit <http://www.toyota.co.uk/footer/privacy-policy> or <https://www.lexus.co.uk/customer-data/privacy-policy>

Putting you in the driving seat

You can change your marketing preferences with either of us at any time to suit you using our website. Or to change your communication preferences please email:

- Hull Toyota, Grimsby Toyota, Scunthorpe Toyota at compliance@johnroe.toyota.co.uk
- Lexus Hull at compliance@lexus-hull.lexus.co.uk

Customer signature	
Date	

FOR CENTRE USE ONLY

Employee signature	
Privacy Policy made available?	<input type="checkbox"/> Tick for Yes
DMS updated and FCN form securely stored for audit purposes	<input type="checkbox"/> Tick for Yes
Date	
Time	