

Boston Enterprise CentreWyberton Fen, Boston PE21 7TLFind My Auto Parts Pty Ltd Customer Privacy Policy

At **Find My Auto Parts Pty Ltd** also known as **ifndautoparts** we respect and value your privacy and take the protection of your personal information very seriously and we only collect personal data in accordance with data protection laws as set out in this policy.

This Privacy Policy describes how **Find My Auto Parts Pty Ltd** (the "**Site**", "**we**", "**us**", or "**our**") collects, uses, and discloses your personal information when you visit, use our Services, or make a purchase from **Find My Auto Parts Pty Ltd** (the "**Site**") or otherwise communicate with us (collectively, the "**Services**"). For purposes of this Privacy Policy, "**you**" and "**your**" means you as the user of the Services, whether you are a customer, website visitor, or another individual whose information we have collected pursuant to this Privacy Policy.

The website **ifndautoparts.com** is owned and operated by **Find My Auto Parts Pty Ltd** a limited company registered in England with company number xxxxxxxxx.

This Privacy Policy applies only to your use of this Site and if you follow any links to other websites, your data will be used in accordance with the privacy policies of such third-party sites.

The type of personal information we collect

We currently collect and process the following information:

- **Location data including:**
Approximate location, physical user or device location within an area greater than or equal to 3 square kilometres
- **Personal information including:**
Name
Email address
Home address
Phone number
If business account - business documents (registration certificate)
IP address
- **Financial information such as:**
User payment information
Purchase history
- **Messages including:**
Emails
SMS or MMS
Other in-app messages
Any other types of messages. For example, instant messages
- **Photos and videos**

Sensitive personal information

We do not process sensitive information.

Children's data

We do not knowingly solicit data from or market to children under 18 years of age. By using our website, you represent that you are at least 18 years of age or that you are the parent or guardian of such a minor and consent to such minor dependent's use of our website. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from children under age 18, please contact us at hello@ifnd.com.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To create user profiles/stores
- To fulfil orders
- To send notifications on in-app activities and status updates

Marketing and advertising

We use your personal information for marketing and promotional purposes, such as to send marketing, advertising and promotional communications by email, text message or postal mail, and to show you advertisements for products or Services. This may include using your personal information to better tailor the Services and advertising on our Site and other websites.

Who we share your personal information with

We may share your personal information with our third-party providers in order to provide our Services to you. Our third-party providers include:

- Stripe
- PayPal
- Send Grid
- Twilio
- ShipEngine
- Sentry
- Sign in Via, Google, Apple, Facebook
- Any future owners of the business
- Other companies within our group which are in the business of motor parts

In the event we are acquired by a third-party your personal information may be

shared with this party.

What legal basis do we rely on to process your information

We only process your personal information when we believe it is necessary and we have a valid legal reason (i.e. legal basis) to do so under applicable law. This may be with your consent to comply with laws, to provide you with Services, to enter into or fulfil our contractual obligations, to protect your rights or to fulfil our legitimate business interests.

The General Data Protection Regulation (GDPR) and UK GDPR require us to explain the valid legal bases we rely on in order to process your personal information. As such, we may rely on the following legal bases to process your personal information:

- **Legitimate business interests.** We may use your personal information for our legitimate business interests, such as letting you know about our products and Services.
- **Consent.** We may process your information if you have given us permission (i.e. consent) to use your personal information for a specific purpose. You can withdraw your consent at any time by contacting us at hello@ifnd.com.
- **Legal Obligations.** We may process your information where we believe it is necessary for compliance with our legal obligations, such as to cooperate with a law enforcement body or regulatory agency, exercise or defend our legal rights, or disclose your information as evidence in litigation in which we are involved.

How we store your personal information

Your information is securely stored by our third-party provider. AWS instances which are located in North Virginia, USA. We have contracts in place with this provider which require them to store and use data in compliance with all applicable laws. We may sometimes transfer your information to countries which do not offer the same standard of data protection as available under English law. However, we put all necessary measures in place to ensure that your data is protected to an adequate level in such countries.

Retention and Deletion of personal information

We will keep your personal information for the length of time necessary to fulfil the purposes for which we collected it. We may keep your personal information for longer than this to comply with other legal requirements. We will only keep your customer profile information for three years and/or as long as you remain an active customer (whichever is the longer, as set out further in the table below), or otherwise as required for our business operations or by applicable laws. Recordings of inbound calls to Customer Service are retained for 6 months unless it is reasonable or legally required in the circumstances to hold such recording(s) for a longer period (for

example, due to a potential dispute, complaint or ongoing customer service enquiry).

We may need to retain certain personal information even once a customer account or profile has been closed or deleted to enforce our terms, to comply with legal or regulatory obligations, for fraud prevention, to identify, issue or resolve legal claims and/or for proper record keeping purposes. We may also retain a record of any stated objection by you to receiving Find my Auto Parts Pty Ltd updates for the purpose of ensuring that we can continue to respect your wishes and not contact you further. When the applicable retention period has been reached and/or Find my Auto Parts Pty Ltd no longer requires your personal information for any of the purposes stated above, your personal information will be deleted or destroyed in a manner that cannot be restored or reproduced.

Type of record/personal information	Retention period
Personal information for individuals (or 'prospects') who have signed up to marketing	3 years from sign-up. This period will be extended: (i) by a further 3 years if you subsequently make a purchase online or if you interact with Customer Service; and/or (ii) by a further 18 months if you interact with any of Find my Auto Parts Pty Ltd digital content, for example, if you click on marketing emails or interact with Find my Auto Parts Pty Ltd digital content on the Site.
Customer account/profile data	3 years from the creation of the account/profile. This period will be extended: (i) by a further 3 years if you subsequently make a purchase online or if you interact with Customer Service; and/or (ii) by a further 18 months if you interact with any of Find my Auto Parts Pty Ltd digital content, for example, if you click on marketing emails or interact with Find my Auto Parts Pty Ltd digital content on the Site.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate in cases where we process your data for a legal obligation.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in cases where we process your data with your consent, for the purposes of performance of a contract or to comply with a legal obligation.

If you make a request, we have one month to respond to you. Please contact us at hello@ifnd.com if you wish to make a request.

Cookies

Our Site may place and access certain first-party Cookies on your computer or device. First-party Cookies are those placed directly by us and are used only by us. We use Cookies to facilitate and improve your experience of our Site and to provide and improve our Services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

By using our Site, you may also receive certain third-party Cookies on your computer or device. Third-party Cookies are those placed by websites, Services, and/or parties other than us. Third-party Cookies are used on our Site for analytical and targeting reasons. These Cookies are not integral to the functioning of our Site and your use and experience of our Site will not be impaired by refusing consent to them.

All Cookies used by and on Our Site are used in accordance with current Cookie Law We may use some or all of the following types of Cookies:

- **Strictly Necessary Cookies** - A Cookie falls into this category if it is essential to the operation of Our Site, supporting functions such as logging in, your shopping basket, and payment transactions.

- **Analytics Cookies** - It is important for us to understand how you use Our Site, for example, how efficiently you are able to navigate around it, and what features you use. Analytics Cookies enable us to gather this information, helping us to improve Our Site and your experience of it.
- **Functionality Cookies** - Functionality Cookies enable us to provide additional functions to you on Our Site such as personalisation and remembering your saved preferences. Some functionality Cookies may also be strictly necessary Cookies, but not all necessarily fall into that category.
- **Targeting Cookies** - It is important for us to know when and how often you visit Our Site, and which parts of it you have used (including which pages you have visited and which links you have visited). As with analytics Cookies, this information helps us to better understand you and, in turn, to make Our Site and advertising more relevant to your interests.
- **Third-Party Cookies** - Third-party Cookies are not placed by us and instead, they are placed by third parties that provide Services to us and/or to you. Third-party Cookies may be used by advertising Services to serve up tailored advertising to you on Our Site, or by third parties providing analytics Services to us (these Cookies will work in the same way as analytics Cookies described above).
- **Persistent Cookies** - Any of the above types of Cookies may be a persistent Cookie. Persistent Cookies are those which remain on your computer or device for a predetermined period and are activated each time you visit Our Site.
- **Session Cookies** - Any of the above types of Cookies may be a session Cookie. Session Cookies are temporary and only remain on your computer or device from the point at which you visit Our Site until you close your browser. Session Cookies are deleted when you close your browser.

Certain features of our Site depend on Cookies to function. Cookie Law deems these Cookies to be “strictly necessary”. You may still block these Cookies by changing your internet browser’s settings as detailed below, but please be aware that our Site may not work properly if you do so.

Our Site uses analytics Services. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling us to better understand how our Site is used. This, in turn, enables us to improve our Site and the Services offered through it.

The analytics service(s) used by our Site use(s) Cookies to gather the required information. You do not have to allow us to use these Cookies, however whilst our use of them does not pose any risk to your privacy or your safe use of our Site, it does enable us to continually improve our Site, making it a better and more useful

experience for you.

You can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access Our Site more quickly and efficiently including, but not limited to, login and personalisation settings.

It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

How do I contact you?

To contact us about anything to do with your personal data and data protection, including to make a data subject access request, (DSAR) please contact us at hello@ifnd.com.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at hello@ifnd.com. You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>

Changes to this Policy

We may change this Policy from time to time. This may be necessary, for example, if the law changes or if we change our business in a way that affects personal data protection.

Data of this policy: September 2023