

Privacy Policy

Last Updated: [1/6/26]

Introduction

At Your Van Direct), we are committed to protecting your privacy and handling your personal data responsibly.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, enquire about vehicles, apply for finance, purchase a vehicle, or otherwise engage with our services.

Who We Are

Your Van Dirext

Registered Address: [Address]

Email: info@yourvandirect.co.uk

Telephone: [Phone Number]

Website: www.yourvandirect.co.uk

We are the data controller responsible for your personal data.

Information We Collect

We may collect and process the following information:

Personal Information

- Full name
- Residential address
- Email address
- Telephone number
- Date of birth
- Employment details
- Business information

Financial Information

- Bank details
- Income information
- Credit history information
- Finance application data

Technical Information

- IP address
- Browser type and version
- Device information
- Website usage data
- Cookies and tracking technologies

How We Use Your Information

We use your personal data to:

- Respond to enquiries and provide quotations
- Source vehicles on your behalf
- Arrange vehicle finance
- Process vehicle orders
- Verify your identity
- Conduct affordability and credit assessments
- Manage customer accounts and relationships
- Improve our website and services
- Meet legal and regulatory obligations
- Send marketing communications where permitted

Finance Applications

Where you apply for finance, we may share your information with lenders, finance providers and credit reference agencies.

This may include carrying out soft or hard credit searches depending on the stage of your application and the requirements of the lender.

Finance providers will process your data in accordance with their own privacy policies.

Marketing Communications

We may contact you regarding:

- Vehicle offers
- Finance offers
- Promotions
- Industry news and updates

You can opt out of marketing communications at any time by contacting us or using the unsubscribe link provided in our emails.

Sharing Your Information

We may share your personal information with:

- Vehicle manufacturers and suppliers
- Finance companies and lenders
- Credit reference agencies
- Delivery and logistics providers
- Professional advisers
- Regulatory authorities where required by law
- Service providers who support our business operations

We do not sell your personal information to third parties.

Data Security

We take appropriate technical and organisational measures to protect your personal data from unauthorised access, disclosure, alteration or destruction.

However, no internet transmission can be guaranteed to be completely secure.

Data Retention

We will retain your personal information only for as long as necessary to fulfil the purposes for which it was collected, including legal, accounting and regulatory requirements.

Where finance applications are involved, records may be retained for up to six years or longer where legally required.

Your Rights

Under UK data protection legislation, you have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your information
- Restrict processing
- Object to processing
- Request transfer of your data
- Withdraw consent where processing is based on consent

To exercise any of these rights, please contact us using the details provided above.

Cookies

Our website uses cookies and similar technologies to improve your browsing experience and understand how visitors use our website.

For further information, please refer to our Cookie Policy.

Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites.

Complaints

If you are unhappy with how we handle your personal data, please contact us first so we can attempt to resolve the matter.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Website: www.ico.org.uk

Telephone: 0303 123 1113

Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be published on this page and take effect immediately upon publication.

Contact Us

If you have any questions regarding this Privacy Policy or your personal information, please contact:

Your Van Direct

[Address]

Info@yourvandirect.co.uk

[Phone Number]