

Privacy Policy – Vehicle Enquiry Form

Last updated: 22/09/2026

At **Thundersley Motor Company LTD**, we respect your privacy and are committed to protecting your personal information.

This Privacy Policy explains how we collect, use and protect personal information submitted through our vehicle enquiry form.

1. Who we are

Thundersley Motor Company LTD is a vehicle sales business based in the United Kingdom.

Business address: Thundersley Motor Company LTD, Benfleet, Essex, SS7 5HJ

Email: thundersleymotorcompanyltd@gmail.com

Telephone: 07540990758

Company number: 17198742

For data protection purposes, we are the **data controller** of the personal information you provide through this enquiry form.

2. Information we collect

When you submit an enquiry through our website, we may collect information such as:

- Your name
- Email address
- Telephone/mobile number
- Vehicle you are enquiring about
- Your message or enquiry details
- Preferred method of contact
- Information you choose to provide about your vehicle or circumstances
- Any other information you voluntarily provide through the enquiry form

We may also collect technical information relating to your use of our website, such as your IP address and browser/device information, where applicable. Please see our website cookie information for further details.

3. How we use your information

We may use the information you provide to:

- Respond to your vehicle enquiry

- Contact you about the vehicle you have enquired about
- Arrange a viewing or test drive
- Provide information about vehicle availability, pricing or specifications
- Answer questions or provide further information you have requested
- Process a vehicle purchase where you decide to proceed
- Keep records of enquiries and communications
- Protect our business against fraud, misuse or other unlawful activity
- Comply with our legal and regulatory obligations

We will only use your personal information where we have a lawful basis to do so under UK data protection law.

4. Our lawful basis for processing

Depending on the circumstances, we may rely on one or more of the following lawful bases:

Legitimate interests – We may need to use your information to respond to an enquiry, communicate with you about a vehicle you are interested in and manage our business.

Steps at your request prior to entering into a contract – Where you ask us to provide information or take steps in preparation for a potential vehicle purchase.

Legal obligation – Where we are required to process or retain information to comply with a legal obligation.

Consent – Where we specifically ask for your consent, for example where required for certain marketing communications.

5. Marketing

Submitting a vehicle enquiry does **not automatically mean that you have agreed to receive marketing communications from us.**

Where we wish to send you marketing communications, we will only do so where we have an appropriate lawful basis to do so under applicable data protection and electronic marketing laws.

You can ask us to stop sending marketing communications at any time by contacting us at **info@thundersleymotorcompanyltd.co.uk** or by using the unsubscribe option provided in any marketing communication.

6. Who we share your information with

We will not sell your personal information.

We may share your information with trusted third parties where necessary to provide our services or operate our business. These may include:

- Website hosting and form providers
- IT and software service providers
- Customer relationship management (CRM) providers
- Email and communication providers
- Professional advisers
- Fraud prevention or security providers
- Government, regulatory or law-enforcement authorities where we are legally required to do so

Where appropriate, we require third-party service providers to handle your information securely and only for authorised purposes.

7. How long we keep your information

We will only keep your personal information for as long as reasonably necessary for the purposes for which it was collected, including to deal with your enquiry, maintain appropriate business records and comply with our legal, accounting and regulatory obligations.

The exact retention period may depend on the nature of the enquiry and whether you go on to purchase a vehicle from us.

8. Your rights

Under UK data protection law, you may have rights including:

- The right to request access to the personal information we hold about you
- The right to request correction of inaccurate or incomplete information
- The right to request deletion of your information in certain circumstances
- The right to request restriction of processing in certain circumstances
- The right to object to certain processing, including direct marketing
- The right to request portability of certain information
- The right to withdraw consent where processing is based on consent

These rights are subject to certain legal exceptions and conditions.

To exercise your rights, please contact us at:

info@thundersleymotorcompanyltd.co.uk

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

Information Commissioner's Office (ICO)

10. Keeping your information secure

We take reasonable technical and organisational measures to protect your personal information against unauthorised access, loss, misuse, alteration or disclosure.

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

11. Cookies and website tracking

Our website may use cookies and similar technologies to operate the website, understand how visitors use it and, where applicable, provide relevant advertising or analytics.

Where required, we will ask for your consent before placing non-essential cookies on your device.

For more information, please see our **Cookie Policy**

12. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, legal requirements or the way we process personal information.

The latest version will be published on our website with the relevant "Last updated" date.

13. Contact us

If you have any questions about this Privacy Policy or how we use your personal information, please contact:

Thundersley Motor Company LTD

Address: 36 Benfleet Park Road, Benfleet, Essex, SS7 5HJ

Email: info@thundersleymotorcompanyltd.co.uk

Telephone: 07540990758