

Bayliss Garages Ltd – Privacy Policy

Last updated: 14 August 2026

Bayliss Garages Ltd is committed to respecting your privacy and protecting your personal information.

This Privacy Policy explains what personal information we collect, why we collect it, how we use it, who we may share it with and how long we keep it when you contact us, use our website or use our vehicle servicing, repair and MOT services.

1. Who We Are

The organisation responsible for your personal information is:

Bayliss Garages Ltd

1A Sydney Road
Smethwick
West Midlands
B67 5QQ

Telephone: 0121 429 4572

Email: info@baylissgarages.co.uk

Website: www.baylissgarages.co.uk

Bayliss Garages Ltd is the data controller for the personal information we process for our own business purposes.

2. Information We Collect

Depending on how you interact with us, we may collect and use:

Customer and contact information

- Your name
- Address
- Telephone number
- Email address
- Details of enquiries and communications with us

Vehicle information

- Vehicle registration number
- Vehicle make, model and other vehicle details
- Mileage
- MOT information
- Servicing and service history
- Repair history

- Diagnostic information
- Details of parts and work carried out on the vehicle
- Vehicle collection and return arrangements, where applicable

Booking and financial information

- Booking and appointment details
- Estimates and quotations
- Invoices
- Payment information
- Information required for accounting, tax and legal purposes

Website information

- Information submitted through our website contact forms
- Information relating to your communications with us through the website
- Technical information relating to your use of our website

Information about cookies and similar technologies used on our website is explained separately in our **Cookie Policy**.

We aim to collect only information that is reasonably necessary for the purposes described in this Privacy Policy.

3. How We Obtain Your Information

We normally collect personal information directly from you when you:

- contact us by telephone, email or through our website;
- make an enquiry;
- request a quotation;
- request or book an appointment;
- bring your vehicle to us;
- ask us to carry out servicing, repairs or an MOT;
- arrange for us to collect or return your vehicle; or
- otherwise communicate with us.

In some circumstances, we may receive information from another person who is arranging work on your behalf, or from another organisation where this is necessary to provide our services or meet our legal obligations.

Where we receive personal information from someone other than you, we will provide the relevant privacy information where required by law.

4. How We Use Your Information

We may use your personal information to:

- respond to enquiries;

- provide quotations and estimates;
- arrange and manage appointments;
- provide vehicle servicing, repairs, diagnostics and MOT services;
- contact you regarding your vehicle, appointment or work being carried out;
- arrange vehicle collection and return where applicable;
- maintain customer and vehicle service records;
- provide estimates and invoices and process payments;
- send service or MOT reminders where appropriate;
- deal with questions, complaints or disputes;
- maintain the security of our website and systems;
- operate and improve our business and services; and
- comply with legal, tax, accounting and regulatory requirements.

We will only use your personal information where we have a lawful basis for doing so.

5. Our Lawful Bases for Using Your Information

UK data protection law requires us to have a lawful basis for processing personal information.

The lawful basis we use depends on why we are processing your information.

Contract

We may process your information where it is necessary to provide services you have requested.

This includes arranging and carrying out vehicle servicing, repairs, diagnostics and MOTs.

Legitimate Interests

We may process information where it is reasonably necessary for our legitimate business interests, provided those interests do not override your rights and interests.

Our legitimate interests may include:

- managing customer relationships;
- maintaining accurate customer and vehicle service records;
- responding to enquiries;
- administering our business;
- arranging appropriate service or MOT reminders;
- dealing with queries, complaints and disputes; and
- maintaining and improving our services.

Where we rely on legitimate interests, we consider whether our interests are balanced against your rights and interests. The ICO says that where legitimate interests are relied upon, organisations should explain what those interests are.

Legal Obligation

We may process and retain personal information where necessary to comply with legal, tax, accounting, MOT, regulatory or other legal requirements.

Consent

Where consent is required, we will ask you for your consent before processing your information.

For example, this may apply to certain marketing communications or other processing where consent is the appropriate lawful basis.

Where we rely on consent, you can withdraw your consent at any time.

6. Sharing Your Information

We do not sell or rent your personal information.

Where necessary, we may share relevant information with:

- the Driver and Vehicle Standards Agency (DVSA) and other relevant authorities in connection with MOT testing and regulatory requirements;
- parts suppliers and other suppliers where necessary to identify, source or supply parts or services for your vehicle;
- accountants, auditors and professional advisers;
- website hosting, IT and software providers;
- payment providers where necessary to process payments;
- insurers or other organisations where necessary to deal with an incident, claim or dispute; and
- law enforcement, government or regulatory authorities where we are legally required to do so.

We only provide information that is reasonably necessary for the relevant purpose.

7. Wix and Our Website

Our website is hosted using **Wix**.

We use Wix to provide website hosting and related website services. Wix and other technology providers may process certain information as part of providing those services.

Our website may also use third-party services or contain links to third-party websites.

Where you follow a link to another website, that website will have its own privacy and cookie policies, and we are not responsible for the privacy practices of websites that we do not control.

Information about cookies and similar technologies used on our website is provided in our separate **Cookie Policy**.

8. How Long We Keep Your Information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected.

Different types of information may be retained for different periods.

For example:

- customer and vehicle service information may be retained for as long as reasonably necessary to maintain accurate service records and manage our relationship with customers;
- financial, invoice, accounting and tax records will be retained for the periods required by applicable legal and accounting requirements; and
- information relating to enquiries and other communications will be retained for as long as reasonably necessary for the relevant purpose.

We periodically review the information we hold and securely delete or destroy information that is no longer required.

9. Security

We take reasonable and appropriate measures to protect personal information against:

- unauthorised access;
- loss;
- misuse;
- alteration; and
- unauthorised disclosure.

Access to customer information is limited to people who need it for legitimate business purposes.

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

10. Your Data Protection Rights

Depending on the circumstances and subject to applicable legal conditions and exemptions, you may have the right to:

- request access to the personal information we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to delete your personal information where there is no good reason for us to continue processing it;
- ask us to restrict how we use your information;
- object to certain processing, including processing based on legitimate interests;
- withdraw consent where we rely on consent to process your information; and
- in certain circumstances, request that your information is provided to you in a portable

format.

Your rights depend on the circumstances and may be subject to legal exemptions.

If you wish to exercise any of these rights, please contact us using the details in section 15.

11. Marketing and Service Reminders

We may contact existing customers regarding their vehicle, servicing requirements or MOT reminders where appropriate.

Where we send marketing communications, we will comply with applicable data protection and electronic marketing laws.

You can ask us to stop receiving marketing communications at any time by contacting us.

Where consent is the lawful basis for marketing, you can withdraw that consent at any time.

12. International Transfers

Some of the technology and service providers we use may process personal information outside the UK.

Where personal information is transferred outside the UK, we will ensure that appropriate safeguards are in place where required by applicable data protection law.

13. Automated Decision-Making

We do not use your personal information to make decisions about you based solely on automated processing that have legal or similarly significant effects.

14. Job Applications

If you contact us regarding employment opportunities or send us a CV, we may process the personal information contained in your application for the purposes of:

- considering your suitability for employment;
- communicating with you about your application; and
- managing the recruitment process.

We will only retain unsuccessful applications for as long as reasonably necessary for recruitment purposes, unless we have a lawful reason to retain them for longer.

15. Contact Us and Complaints

If you have any questions or concerns about this Privacy Policy or the way we process your personal information, please contact us:

Bayliss Garages Ltd

1A Sydney Road
Smethwick
West Midlands
B67 5QQ

Telephone: 0121 429 4572

Email: info@baylissgarages.co.uk

If you have concerns about how we have handled your personal information, please contact us first so that we have the opportunity to address your concerns.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's data protection regulator.

[Make a complaint to the ICO](#)

16. Changes to This Privacy Policy

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

The latest version will always be published on this page, with the date of the latest update shown at the top.