

Bosch Car Service Online Booking Facility Terms and Conditions

- 1) Your booking request will be sent direct to your chosen Bosch Car Service garage to enquire whether they are able to book you in at your preferred date and time.
- 2) A representative of your chosen Bosch Car Service garage will call you to either confirm the booking date or to book you in at another time.
- 3) Any further contact regarding your booking is between you and the Bosch Car Service garage.
- 4) Robert Bosch Limited will not be responsible for any booking, cancellation or amendment to your booking nor for any work undertaken or failure to undertake work by the Bosch Car Service garage.
- 5) Should you have any complaints or feedback please contact BcsQueries@uk.bosch.com or write into Bosch Car Service, Robert Bosch Ltd, AA/SEU, PO Box 98, Uxbridge, UB95HN.

Online Booking Facility Data Policy

Robert Bosch Limited (individually and where applicable, collectively referred to as "We", "we", "us" or "our") is committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998 (the **Act**), the data controllers are Robert Bosch Limited of c/o Bosch Rexroth, Viewfield Industrial Estate, Glenrothes, KY6 2RD.

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- Information that you provide by filling in forms on the online booking facility available on our site www.boschcarservicebooking.co.uk (**our site**). This includes information provided at the time of posting material or requesting further services and when you report a problem with our site.
- If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of transactions you carry out through our site.
- Details of your visits to our site and the resources that you access.

IP ADDRESSES AND COOKIES

We may collect information about your computer, including where available your IP address, operating system and browser type for system administration. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

We're using remarketing to advertise to people who have visited our website before. Third-party vendors, including Google, show your ads on sites across the Internet. Third-party vendors, including Google, use cookies to serve ads based on someone's past visits to your website. Information about how your visitors can opt out of Google's use of cookies by visiting Google's Ads Settings <http://www.google.com/settings/ads>

WHERE WE STORE YOUR PERSONAL DATA

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this online booking facility data policy.

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have

received your information, we will use strict procedures and security features to try to prevent unauthorised access.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- To pass on to you chosen Bosch Car Service garage to enable them, if they so wish, to enter a contract for the provision of services as requested by you, with you.
- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

We may also use your data, or permit selected third parties to use your data, to provide you with information about goods and services which may be of interest to you and we or they may contact you about these by post or telephone.

If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this.

If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please ensure the relevant boxes situated on the page on which we collect your data (the 'Confirm Booking Enquiry' page) is not ticked.

DISCLOSURE OF YOUR INFORMATION

We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Robert Bosch Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, request from you (e.g. by contacting your chosen Bosch Car Service

garage) or in order to enforce or apply our terms of use for the online booking facility; or to protect the rights, property, or safety of Robert Bosch Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

YOUR RIGHTS

- 1) You have the right to ask us not to process your personal data for marketing purposes. We will inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at BcsQueries@uk.bosch.com or write into Bosch Car Service, Robert Bosch Ltd, AA/SEU, PO Box 98, Uxbridge, UB95HN.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

ACCESS TO INFORMATION

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

CHANGES TO OUR ONLINE BOOKING FACILITY DATA POLICY

Any changes we may make to our online booking facility data policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

CONTACT

- 1) Questions, comments and requests regarding this online booking facility data policy are welcomed and should be addressed to BcsQueries@uk.bosch.com or write into Bosch Car Service, Robert Bosch Ltd, AA/SEU, PO Box 98, Uxbridge, UB95HN.