

36:0:0	DATA Protection Privacy Policy (As amended by GDPR 2018)
36:0:1	Collins Performance Engineering Limited is committed to protecting and respecting your privacy and how we look after your personal information in line with data protection and privacy laws. Below we have provided detailed information on the information we collect and how that information is used, the conditions under which we may disclose it to others and how we keep it secure. We may change this policy from time to time so please check occasionally to ensure you are happy with any changes we may make. By accessing and using our services you agree to our terms of this privacy policy and additionally our cookie policy. If you have any questions or require further information regarding this policy or practices please e-mail admin@collinsperformance.com and mark the subject "Privacy Policy" or call 01260-279604
36:0:2	Collins Performance Engineering Limited is registered in England No 4058771 Registered and regulated by the Financial Conduct Authority Registration no FRN795757 in relation to credit and credit services Registered on the Information Commissioners Office Data Protection register No ZA287537
36:1:0	How we collect data (Direct contact) When purchasing directly from us in person or by telephone, e-mail (Excluding items purchased using credit or finance. (See below for additional information for purchases using credit facilities) we create an account which holds basic information provided by you What information we collect Account holder information Name Address Contact number Credit card details e-mail address
36:1:1	Why we collect it To enable us to facilitate the processing of your order your order and to keep you informed of any issues and despatch information With the exception of credit card details this information may be passed to a third party solely for the purpose of delivery. We never sell or pass on any information to any other outside company, individual, agency or any other third party save for the information outlined above, unless required to do so by law. We may additionally use this information to contact you to advise you of any safety or product information that is considered important. We will not use this information for marketing unless you have expressly agreed to us doing so. If you have previously agreed to receiving News and marketing information and no longer wish to do so you can unsubscribe by e-mailing :- admin@collinsperformance.com Mark the subject Unsubscribe
36:1:2	How we store it. (invoicing) Basic Information We are required to produce an invoice for each transaction generated by secure internal offline proprietary database. Name Address Contact number e-mail address
36:1:3	Credit Card Details Collins Performance Engineering are fully compliant within the requirements of PCI DSS (Payment Card Industry Data Security Standards for further information regarding PCI DSS see below Credit card information is keyed directly into secure card PDQ processing terminal (PDQ Process data quickly) and is not stored by us save for the printed merchant receipt which only provides the 16digit card number and expiry date. This also allows us to make refunds to the purchasing credit card if necessary.
36:1:4	Your rights regarding this information. This information is required for invoicing purposes only and is required to be kept for a minimum of 7 years. We can remove your e-mail and contact number at your request you are assured that this information is not used for any other purpose than that outlined above
36:1:5	What we do with it This information is stored on a secure database and is only used by us and never passed or sold on under any circumstances.
36:2:0	How we collect data (Website and online store) The following websites use cookies Collinsperformance.com Powerchips.com Mongooseexhausts.com Magnex.com Website Cookies are small files which are stored on a user's computer. They are designed to hold a modest amount of data specific to a particular client and website, and can be accessed either by the web server or the client computer Cookies in ecommerce. The single most important job of a cookie is to keep a user logged in as they browse from page to page. A user's browsing history becomes part of a database which the website then uses to improve the customer experience. ... They give websites the ability to remember and improve An advice notice will inform you that the website uses cookies and that using the site you agree to them you have the ability within your computer to delete and prevent cookies from tracking your website preferences. No information is collected by us by the use of cookies When purchasing via our website and or our online store (Excluding items purchased using credit or finance. (See below for additional information for purchases using credit facilities) we create an account which holds basic information provided by you
36:2:1	What information we collect Account holder information Name Address Contact number Credit card details e-mail address
36:2:2	Why we collect it To enable us to facilitate the processing of your order your order and to keep you informed of any issues and dispatch information With the exception of credit card details this information may be passed to a third party solely for the purpose of delivery. We never sell or pass on any information to any other outside company, individual, agency or any other third party save for the information outlined above, unless required to do so by law. We may additionally use this information to contact you to advise you of any safety or product information that is considered important. We will not use this information for marketing unless you have expressly agreed to us doing so. If you have previously agreed to receiving News and marketing information and no longer wish to do so you can unsubscribe by e-mailing :- admin@collinsperformance.com Mark the subject Unsubscribe
36:2:3	How we store it. (invoicing) Basic Information We are required to produce an invoice for each transaction generated by secure internal offline proprietary database. Name Address Contact number e-mail address
36:3:0	Credit Card Details Collins Performance Engineering are fully compliant within the requirements of PCI DSS (Payment Card Industry Data Security Standards for further information regarding PCI DSS see below

Credit card information is keyed directly into secure card PDQ processing terminal (PDQ Process data quickly) and is not stored by us save for the printed merchant receipt which only provides the 16digit card number and expiry date. This also allows us to make refunds to the purchasing credit card if necessary.

36:3:1 **Your rights regarding this information.**

This information is required for invoicing purposes only and is required to be kept for a minimum of 7 years.

We can remove your e-mail and contact number at your request you are assured that this information is not used for any other purpose than that outlined above

36:4:0 **How we collect data when purchasing under finance**

Account holder information (standard

Name

Address

Contact number

Credit card details

e-mail address

All finance applications are directed to Omni Capital retail finance and you should familiarise yourself with the specific privacy details provided by them. A certain amount of the information which includes some personal information is passed to and from Collins Performance and Omni Capitol Retail Finance and is used solely in support of the finance application you have made and the information provided by you. Other than the basic account information outlined above all other information is stored on Omni Capitals database. Whilst Collins Performance may have access to this by secure log onto the Omni Capital database (Known as Omni Port) the additional information cannot be altered or deleted or in any other way amended by Collins Performance Engineering staff.

None of the additional information is used by Collins Performance Engineering for any purpose or issued to any third party for any purpose other than security and identification

36:5:0 **Loyalty Rewards Program**

Collins Performance Engineering Ltd provide a free to join Loyalty Rewards Program

The loyalty rewards program allows members to receive rewards for all qualifying purchases and to redeem the accumulated points against future purchases.

36:5:1 **Account holder information**

Name

Address

Contact number

Credit card details

e-mail address

Gender

Date of birth

Hobbies and interests

36:5:2. We use this information to provide news and updates regarding special offers we believe may be of particular interest to members. In addition to your completed application (Hard copy) all the information provided by you is stored on an internal secure database and is used solely for the purpose outlined above and is not passed, sold or pledged to any outside agency or third party for any purpose whatsoever.

You will only receive marketing information if you have expressly agreed to it at the time of your application.

36:5:3 **Your rights regarding this information**

If you have previously agreed to receiving News and marketing information and no longer wish to do so you can unsubscribe by e-mailing :- admin@collinsperformance.com

Mark the subject Unsubscribe

If you would like to add, amend or delete any information or indeed want to see a copy of your original application please contact by e-mail on admin@collinsperformance.com

You have the right to withdraw from the scheme at any time at such time all information held in support of your membership will be deleted. This would result in any points on the card being cancelled.

37.0:0 Finance

Collins Performance offer regulated finance facilities for purchases over £280.00 subject to status with the exception of items specifically excluded in 37.0:2

37.0:1 Items excluded from finance are:-

- a) Value under £280.00
- b) Software and software development
- c) Consumable items with an expected lifespan less than the credit period applied for
- d) Vehicle servicing or routine maintenance.
- e) Gift cards, vouchers or loyalty cards

37.0:3 Credit facilities are provided by and are subject to the terms and conditions provided by:-

Omni Capital Retail Finance

10 Norwich Street

London

EC4A 1BD

Omni capital Retail is registered in England No 7232938 and is regulated by The Financial Conduct Authority

Firm reference No 720729

37.0:4 Minimum criteria for applications for finance

- a) Must be 18 years or over
- b) Be in full time employment, retired or self employed
- c) Provide 3 years personal address history
- d) Have a current UK bank account capable of Direct Debit handling.

37.0:5 Interest rates a variable for latest information visit our website www.collinsperformance.com

37.0:6 **Cooling Off**

A cooling off period is time allowed under law to enable a consumer to cancel an agreement without incurring any penalty. In consumer credit, the cooling off period permitted by the Consumer Credit Act 1974 and its subsequent enhancements is 14 days.

If you enter a non-credit related agreement at your home, other law permits a cooling off period of 7 days.

If you buy anything over the internet, by mail order, or by phone, under the Distance Selling Regulations the cooling off period is also 7 days, but commence on the day after you agree to take the goods or service.

If you are entitled to cancel a credit agreement, you must be sent a cancellation notice within the cooling off period explaining that you have the right to cancel the agreement.

A cancellation form will be enclosed with the notice and you can use this (or write a letter) to cancel the agreement. Should you decide to cancel, the cancellation must be sent to the lender within five days of receiving the notice, preferably by recorded delivery. A telephone call will not normally be sufficient.

37.0:7 Any promotional offers or incentives will be deducted from the amount borrowed and cannot be used as deposit or partial payment.

37.0:8 In the event of a claim against warranty claimants must, in the first instance contact Collins Performance Engineering and obtain a warranty claim reference number. All claims will be dealt with in accordance with the terms of warranty outlined in Sections 24, 25, 26 and 27 above.

In the event of a claim being upheld and a refund, financial offer and or compensation agreed it will only be refunded to the finance company and will under no circumstances to be paid directly to the customer unless the amount of payment exceeds that of the outstanding loan amount in such cases the balance after satisfying amounts owed to the finance company, will be paid to the customer.