

How do we share this information?

We do not sell your information to third parties, but we do work closely with our third party suppliers who fulfil business activities for us.

We do not sell your information to third parties. However, we may from time to time disclose your information to the following categories of companies or organisations to which we pass the responsibility to handle services on our behalf: vehicle manufacturer's for warranty and other services, roadside assistance service providers, customer contact centres, valeting services, mobility and car hire providers, direct marketing communications agencies and consultants, market research (for our own internal purposes only) and market analytics service providers, our legal and other professional advisors for example our auditors.

We will also share your information with Volvo Car UK Limited (Volvo Car Group) in situations where we need to pass your information to them in order to manage any request or complaint you have made to us. For example, where you have made a claim under warranty, we will need to share your personal information with the vehicle manufacturer so that they can fulfil the claim.

We take steps to ensure that any third party partners who handle your information comply with data protection legislation and protect your information just as we do. We only disclose personal information that is totally necessary for them to provide the service that they are undertaking on our behalf. We will aim to anonymise your information or use aggregated non-specific data sets where ever possible. Due to the international nature of our manufacturer, Volvo Car Group, there may be some instances where your information is processed or stored outside of the EU. In those instances, Volvo Car Group will ensure that appropriate safeguards are in place for that transfer and storage as required by applicable law.

There are circumstances where we share your information with our parent (or other companies within our Group) in order to fulfil orders, transactions, handle complaints or provide you with a service or information that you have requested. Please note that access is strictly limited to certain individuals who have legitimate reasons for processing the data and there is restricted access to data within our Group.