



iQ.CAR PRIVACY POLICY

iQ·CAR

» iQ.CAR Privacy Policy

iQ.CAR is a trading name of TRACKER Network (UK) Ltd (“TRACKER”). TRACKER is a subsidiary of Tantalum Corporation Ltd. The registered office address is 1 Furzegrund Way, Stockley Park, Uxbridge, Middlesex UB11 1BD, United Kingdom.

To avoid doubt, these Terms apply to your relationship with TRACKER in addition to your iQ.CAR Terms & Conditions, available on the iQ.CAR website www.iq.car and the TRACKER website www.TRACKER.co.uk (the “Websites”) and your On-line Order. If there is any inconsistency between this Privacy Policy and the iQ.CAR Terms & Conditions, the iQ.CAR Terms & Conditions (as applicable) will prevail to the extent of the inconsistency.

Headings used in this Privacy Policy are for convenience only and do not affect the construction of any term herein.

1 Definitions and Interpretation:

The following words and phrases shall have the following meanings in the Privacy Policy:

“**App**”: means such small, specialised programme as may be made available by TRACKER to be downloaded to a mobile device from time to time. The iQ.CAR App for the purposes of this Privacy Policy.

“**Group Companies**”: The Tantalum Group incorporating TRACKER Network (UK) Ltd, Tantalum Corporation Ltd, Tantalum Innovations Ltd, Tantalum Inc. and PAY. CAR Ltd

“**Law**”: all laws, rules, regulations and policies applicable to the use or functioning of the App, including without limitation any data protection and privacy laws, rules, regulations and policies applicable from time to time.

2 Visiting TRACKER Websites:

The Websites use site tracking software and collect standard log information in order to monitor Subscriber traffic patterns and identify the number of visitors to areas of our site and to help us understand how to improve our websites. The information we collect is anonymous and does not identify individual information about a visitor. We will not associate any data gathered from this site with any personally identifying information from any source.

3 Use of Cookies:

TRACKER uses technology to collect anonymous information about the use of our Websites. We do this in order to provide you with the best possible online service. This technology uses small pieces of information called cookies which we store on your mobile device. Cookies are sent to your browser and stay on your mobile device when you visit the Websites. Cookies cause no damage to your mobile device, nor can they alone be used to identify you. They are merely used to “remember” you when you next visit our Websites.

You can disable the use of cookies at any time by changing your internet browser settings, although refusing the use of cookies may result in slower running times and you not being able to access all of our website content. For more information on how we use cookies please read our Cookie Notice, which is deemed to form part of this Privacy Policy, at: <http://www.TRACKER.co.uk/footer-links/cookie-notice/>

4 Your Electronic Information:

If you contact us electronically, we may collect your electronic identifier e.g. Internet Protocol (IP) address or telephone number supplied by your service provider.

» iQ.CAR Privacy Policy

5 How We Use Your Information:

We will use your information to manage your TRACKER subscription, services and products (including the App, if you download and use it), which may include any or all of the following purposes: accounting, billing and audit, payment card verification and screening; statistical and marketing analysis; Subscriber surveys and Subscriber relations (including by identifying your requirements and preferences); providing you with use of the website; matching your registration details with our vehicle recovery records; facilitating insurance claims; providing Subscriber Services, including to administer, support, improve and develop our business, products and services (including the App); providing marketing assistance and services, including by inviting you to participate in competitions and promotional offers we may run from time to

time, and by sending you offers and news about products and services which we think may be of interest to you; and managing information you provide when giving us feedback on our products and services.

Unless you let us know you prefer otherwise in accordance with your subscription agreement, we may for all the above purposes contact you by mail, phone (including SMS) and/or electronic means (including email and social media), and also share your information with Group Companies and affiliates of TRACKER from time to time to enable them to contact you in the same ways. We may also utilise the services of other companies and individuals to perform functions on our behalf, including for example to provide subscription information, sending mail and emails, providing marketing assistance and services, and providing Subscriber Services. They will in all cases be acting as data processor for TRACKER and will have access to personal information needed to perform their functions, but they will not be entitled to use it for other purposes. They will be required at all times to process subscriber personal information in accordance with this Privacy Policy and as permitted by applicable data protection laws. Any confirmation mail or email from Group Companies or an affiliate of TRACKER (or another company or individual performing functions on TRACKER's behalf) may contain marketing

material, including information which we think may be of interest to you from time to time. You will be able to unsubscribe at any time by emailing or writing to us to request this.

6 With Whom we will share your information:

Your information includes all the details we hold about you and your transactions. We will only collect the information we need so that we can provide you with the products and services you expect from us in accordance with this Privacy Policy.

From time to time we may need to change the way we use your information. Where we believe you may not reasonably expect such a change we will write to you. When we do so, you will have 60 days to object to the change but if we do not hear from you within that time you consent to that change.

During the course of our dealings with you we may need to disclose some of your information to insurers, third party underwriters, reinsurers, credit reference and fraud prevention and law enforcement agencies and other companies that provide service to us to: assess financial and insurance risks; recover debt; and/or prevent and detect crime (which will include sharing your information with the Police as and when necessary).

We do not disclose your information to anyone other than TRACKER (and, in accordance with this Privacy Policy, Group Companies and affiliates of TRACKER from time to time) except: where we have your permission to do so; when we are required or permitted to do so by Law; where we may transfer rights and obligations under this agreement; to prevent and detect crime (which will include sharing your information with the Police when necessary or appropriate).

From time to time we may require services from suppliers that are located outside the UK but within the EEA, and your information may be shared with them for the purposes of providing that service. Where we engage these suppliers we make sure that they apply the same levels of protection, security and confidentiality that we apply to your information.

» iQ.CAR Privacy Policy

7 Credit Reference and Fraud Prevention Agencies:

We may obtain information about you from credit reference agencies and fraud prevention agencies to check your credit status and identity. The agencies will record our enquiries, which may be seen by other companies who make their own credit enquiries. If you provide false or inaccurate information and we suspect fraud, we will record this.

Please take time to read the following as it contains important information relating to the details you have given or should give to us. You should show this notice to anyone whose data has been supplied to us in connection with your TRACKER subscription:

We may monitor and record telephone calls and communications with you via social media in order to improve our Services and to prevent and detect crime.

To prevent and detect fraud we may at any time:

Share information with other organisations and public bodies including the Police, although we will only do so in compliance with applicable data protection laws; check and/or file details with fraud prevention agencies and databases, and if we are given false or inaccurate information and we identify fraud or suspected fraud, we will record this.

We and other organisations may also use and search these agencies and databases from the UK and other countries to:

Trace debtors or beneficiaries, recover debt, prevent fraud and manage your accounts; Check your identity to prevent money laundering (which we may in our discretion waive if you provide us with other satisfactory proof of identity); Law enforcement agencies, which may access and use this information.

We and other organisations may also access and use this information to prevent fraud and money laundering, for example when: Managing credit and other facilities and recovering debt; Checking details of job applicants and employees/ other personnel.

We and other organisations that may access and use information recorded by fraud prevention agencies, may do so from other countries.

We can provide the names and addresses of the agencies we use. To obtain a copy of your information held by them, please contact TRACKER Network (UK) Limited, 1 Furzeground Way, Stockley Park, Uxbridge, Middlesex UB11 1BD quoting your reference. The agencies may charge an administration fee.

8 Direct Debit:

As you are paying your Subscription Charges by direct debit we may retain your payment details securely so that we can take your payment at the next payment date in accordance with the terms of your Agreement. You may withdraw this consent at any time by emailing or writing to us.

9 Data Security:

To Protect Your Information: As required by data protection law, we follow strict security procedures and protocols in connection with the storage, processing and disclosure of your information, to prevent unauthorised access to and use of your information. Whenever we share your information with a third party (which we will only do in accordance with this Privacy Policy), we will ensure that the security measures employed by any such third party in relation to the storage and processing of your information are at least as rigorous as those employed by TRACKER. This does not apply where we are required by Law to pass your information on to any third party.

We will retain your information for a reasonable period or as long as the Law requires.

» iQ.CAR Privacy Policy

10 Keeping You Informed:

We would like to keep you informed by letter, phone and electronic means (including e-mail and mobile messaging) about products, services and additional benefits that we believe may be of interest to you. If you don't want us to do this, please tell us the next time.

It will be Your responsibility to provide TRACKER with Your up to date contact details, so that TRACKER can contact you in connection with Your TRACKER subscription in accordance with Your Agreement. Without prejudice to TRACKER's disclaiming of liability otherwise under these terms and conditions, TRACKER will not be responsible on any basis for any failure to contact You if Your contact details as supplied to TRACKER are not up to date.

11 Further Information:

If you would like a copy of the information we hold about you, please write to the Data Protection Officer, TRACKER Network (UK) Limited, 1 Furzeground Way, Stockley Park, Uxbridge, Middlesex UB11 1BD. A small administration fee may be payable.



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1 Furzeground Way, Stockley Park, Uxbridge, Middlesex UB11 1BD

Call: **0845 604 6093** Web: **www.iq.car**

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