

Privacy Policy

Effective from: 9th June 2026

This Privacy Policy explains how Major Oak Ventures Ltd T/A Habcheck (referred to as “we”, “our”, or “the Company”) collects, uses, stores, and shares your personal data when you:

- visit our websites or use our apps
- contact us by phone, letter or email
- purchase a service or product through us
- engage with us through any direct method
- interact with our services in any other way

Habcheck operates as a franchise and as such involves a network of independently owned and operated businesses that use our brand, business systems, processes, and support services.

For Personal Data generated or collected by a Franchisee in the course of operating its local business (e.g., customer and vehicle data), the Franchisee is the data controller for that data, and the Franchisor acts as the data processor on behalf of the Franchisee where we process such data to assist the Franchisee or to fulfil Franchisor-approved functions. Where the Franchisor processes such data for its own purposes, the Franchisor remains the data controller for those purposes.

Data controller and contact details

Data Controller: Major Oak Ventures Ltd

Address: 13 Yorkersgate, Malton, North Yorkshire, United Kingdom, YO17 7AA

Privacy questions and requests: info@habcheck.co.uk

What information we collect

We collect only information that is necessary for the purposes described in this policy.

Categories include:

- Identity and contact information: name, job title, email address, phone number.
- Demographic and preferences: home address, postcode, preferences, interests.
- Vehicle: specific vehicle information, vehicle requirements and ownership details.

- Payments and transaction data: bank details or payment information used to process transactions. Details about payments to and from you and other details of products and services you have purchased from us.
- Communications: records of correspondence with us.
- Usage and device information: browsing history, data analytics, IP address, device information.
- Marketing data: marketing preferences and other information relevant to customer surveys and/or offers.

We will not collect personal data that is not relevant or required for the purpose intended.

How we use your information

This section explains how and why we use your personal data across our business activities. We collect this information to better understand your needs and to provide you with an improved service, for the following purposes:

- Internal record keeping.
- To notify you about changes to our service.
- To carry out our contractual obligations with you.
- In order to provide you with products and services, and for the administration of these services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customise the website according to your interests.
- In order to pursue our legitimate interests as a business.

Disclosure of personal data and with whom we share

We may disclose your personal data with other companies, for the reasons set out below.

- Other companies within our corporate group, as needed to provide services.
- Service providers and processors (e.g., payment processors, website hosting, analytics and CRM providers) who are contractually bound to protect your data and only use it to perform services for us.
- Legal authorities or regulators when required by law or to protect our rights.

- We may also disclose your personal data to our approved third-party agents, where they are contracted to provide services to us, for you, or to act on our behalf.
- We may need to share your personal data, including any vehicle data, if a service, repair, or product related to your vehicle has been carried out while your vehicle is under the manufacturer's warranty and we are authorised to carry out work under this warranty. This is necessary to maintain the validity of your warranty.
- We may share your personal data with a specific third party, Warranty Solutions Group, to give you the option of purchasing a third-party warranty to protect your vehicle, should you choose to do so. They will record your consent preferences during the initial communication.

We will only share personal data with these third parties that is specifically required for the processing or delivery of a service or warranty offering, and we will ensure that they are contractually obligated to keep that data secure and not to use it for any other purpose than that agreed to us.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the individual privacy statement applicable to the website in question.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. These measures are under continual review and enhanced when practical and possible. Though we commit to safeguarding your data to the best of our abilities, data transfer over the internet cannot be guaranteed to be completely secure. Please exercise responsibility on your end regarding password strength, unique usage, confidentiality, and the use of secure Wi-Fi when accessing our systems.

We will inform you and the ICO if a personal data breach occurs that poses a risk to your rights and freedoms, in line with applicable law. We aim to notify affected individuals within 72 hours of becoming aware of a breach where required.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer, tablet or mobile phone. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an

individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Your rights

As a data subject, you have a number of rights in relation to your personal data. A fee will not be charged for exercising any of these rights unless your requests are manifestly unfounded or excessive.

You have right to:

- Be informed about the personal data we process about you
- Access a copy of your personal data
- Rectify inaccuracies or complete incomplete data
- Erase your data in certain circumstances
- Restrict processing in certain situations
- Data portability: obtain and reuse your data for your own purposes across different services
- Object to processing based on legitimate interests or for direct marketing
- Not to be subject to automated decision-making or profiling (where applicable)
- Withdraw consent at any time
- Lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data rights have been breached (ICO contact: 0303 123 1113 or <https://ico.org.uk/concerns/>)

How to exercise your rights and make a complaint

To exercise any of the above rights, or if you have privacy concerns, please contact:

- By Mail: Major Oak Ventures Ltd T/A Motorhome Depot, 13 Yorkersgate, Malton, North Yorkshire, United Kingdom, YO17 7AA
- Email: info@habcheck.co.uk

We will acknowledge receipt of your request and may ask for additional information to verify your identity and may also ask you for further information to enable us to complete your request.

We will acknowledge receipt of your complaint within 30 days of receiving it, unless we explicitly inform you otherwise in writing. If more time is needed, we will inform you of the reasons and provide an updated timeline.

Throughout the investigation, we will keep you informed of its status and any material developments, typically on a monthly basis or as otherwise appropriate to the complexity of the case.

Once the investigation is complete, we will provide you with the final outcome in writing, including a summary of findings, any corrective actions taken or proposed, and the estimated timeline for implementation if applicable.

All information collected in connection with a complaint will be handled in accordance with our data protection policies and applicable data protection law, and only used for the purpose of addressing the complaint.

You retain the right to lodge a complaint with the relevant supervisory authority or regulator if you believe your data protection rights have been violated, or if you are not satisfied with our response to your complaint.

Controlling your personal information

You can manage and restrict the use of your personal information in the following ways:

- Direct marketing: use the opt-out or unsubscribe options on communications or indicate within our forms that you do not want to be contacted for direct marketing.
- Marketing preference changes: you may update your preferences by contacting us at info@habcheck.co.uk
- Cookies: adjust your browser settings or use our cookie preferences centre.

Please note: If you have previously requested to be unsubscribed or to have your data redacted, and you subsequently re-establish contact and grant permission to be contacted again, those prior requests may not apply to future communications unless you specifically revoke or update them.

Data retention (how long we keep your data)

We retain personal data only as long as necessary to fulfil the purposes for which it was collected and to comply with legal obligations. A typical retention period is seven years after the end of a contract or last significant interaction, unless a longer retention is required by law or you have given consent for longer retention. After the retention period, data is securely deleted where feasible.

Future changes to this policy

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website.

To meet our dutiful or legal obligations, in the event that we sell or purchase a business or the assets of a business we may be required to disclose relevant personal data to other parties.