



G3 REMARKETING LTD T/A G3 VEHICLE AUCTIONS LTD

Privacy Policy

Introduction

G3 Remarketing Ltd is committed to protecting personal data and ensuring compliance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and amendments introduced under the Data (Use and Access) Act 2025, which have been implemented in stages during 2025 and 2026

This Privacy Policy explains how we collect, use, store and protect personal data in line with current legal and regulatory requirements and outlines your rights.

Information about us

G3 Remarketing Ltd

Company No: 06929699

Registered Office: G3 House, Thunderhead Ridge, Castleford, WF10 4UA

Additional Site: Thurleigh Road, Coombeland, MK44 1ZY

Tel: 0113 201 4444

Email: dataprotection@g3r.co.uk

FCA Reg No: 704309

ICO Reg No: Z1876510

Data Protection Principles

When processing your personal data, we must comply with the following, which ensure that your personal information must be:

- Processed lawfully, fairly and in a transparent manner.
- Processed for specified, explicit and legitimate purposes.
- Adequate, relevant, and limited to what is necessary.
- Accurate and kept up to date.
- Kept for no longer than is necessary; and
- Processed in a manner that ensures appropriate security.

Categories of Personal Data

We process the following categories

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Account information
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings
- Call recordings
- Records of meetings and decisions
- Identification documents
- Information relating to feedback or complaints
- Vehicle information and ownership documents
- Marketing preferences including Filming/Recording on site; this may be directly by G3 or a third party (who has been given permission by G3). This material may be used on various social media platforms.
- Records of consent, where appropriate
- CVs for recruitment purposes
- Biometric data (e.g. facial images, liveness detection data or other biometric identifiers used for identity verification)

Purpose of processing

We use personal data for the following purposes:

- Facilitating vehicle sales, purchases, and transfers
- Verifying identity and preventing fraud, including the use of identity verification technologies
- Managing customer relationships
- Complying with FCA, legal and regulatory obligations
- Conducting recruitment processes

- Administering accounts and services
- Carrying out marketing activities where permitted

Marketing and communications

We may send you marketing communications where we have a lawful basis to do so, such as your consent or where permitted under applicable electronic marketing laws (including PECR).

You have the right to opt out of marketing at any time by using the unsubscribe link in communications or contacting us.

Sharing of Information

We only share personal data where necessary, including:

- Logistics and remarketing partners
- Buyers and sellers to complete transactions
- Authorities and regulators where required by law
- Finance providers and lenders
- Fraud prevention agencies
- Professional advisors
- Identity verification service providers (including providers of biometric verification services, such as AplyID)

We take appropriate steps to ensure all third parties handle personal data securely and in accordance with applicable data protection laws.

Lawful basis

We rely on the following lawful bases:

- **Contract** – to provide services such as vehicle transactions and account management
- **Legal obligation** – to comply with FCA, anti-money laundering, tax, and regulatory requirements
- **Legitimate interests** – including fraud prevention, security, and business operations
- **Consent** – where required, including for marketing or optional processing
- **Explicit consent** – where we process biometric data for identity verification purposes

Automated decision making

We do not currently carry out solely automated decision-making that has legal or similarly significant effects.

If this changes, appropriate safeguards will be implemented, and individuals will be informed as required.

Biometric Data

Where we use biometric technology (such as facial recognition or liveness detection) to verify identity, this may be carried out on our behalf by third-party identity verification providers (such as AplyID).

We process this data only where necessary for fraud prevention, security, and regulatory compliance.

Biometric data is treated as special category data under applicable data protection laws. Where required, we will obtain your explicit consent before processing this data.

Any third-party providers acting on our behalf are subject to appropriate contractual and data protection obligations.

Where we get personal data from

We collect personal data from:

- Individuals directly
- Finance providers and funders
- Credit reference and fraud prevention agencies
- Public registers (e.g. DVLA)
- Third-party partners and introducers
- CCTV and recorded imagery

International transfers

Where personal data is transferred outside the UK, appropriate safeguards are in place including -

- UK adequacy regulations
- UK International Data Transfer Agreement (IDTA) or UK Addendum
- Transfer risk assessments where required

Cookies and Tracking

We use cookies and similar technologies to ensure our website functions correctly and to improve user experience.

Where required, we obtain your consent before placing non-essential cookies. You can manage your preferences at any time through our cookie settings.

For more information, please see our Cookie Policy.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal data.
- Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances. Any transfer of Personal Information to a third party must be carried out under a written agreement, setting out the scope and limits of the sharing
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

- Any information requested by Information Subjects in relation to any of their Personal Information that is processed by G3 Remarketing, and that G3 Remarketing is legally obliged to provide, will be provided free of charge unless the request is manifestly unfounded or excessive, in which case G3 Remarketing may charge a reasonable fee for providing the information, or refuse to act on the request

Any information that needs to be provided to Information Subjects who submit requests will be provided in a concise, transparent, intelligible, and easily accessible form, using clear and plain language.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

G3 Remarketing Ltd takes all data protection complaints seriously and is committed to handling them in a fair, timely, and transparent manner. If you have any concerns about how we use your personal data or want to make a complaint you can contact us at dataprotection@g3r.co.uk

If an individual raises a concern regarding how their personal data has been processed, the complaint will be: -

- Logged and acknowledged within 30 days
- Investigated by the appropriate internal function (e.g. Compliance or Data Protection lead)
- Responded to without undue delay, with updates provided where required

Where required, complaints will be escalated internally and, if necessary, assessed to determine whether they constitute a reportable data protection breach. Individuals will be informed of the outcome of their complaint and any corrective actions taken. If an individual remains dissatisfied, they have the right to lodge a complaint with the Information Commissioner's Office (ICO): www.ico.org.uk Tel: 0303 123 1113. We will cooperate fully with the ICO in the event of any investigation or complaint.

Data retention

We retain personal data only for as long as necessary to fulfil the purposes it was collected for, including legal, accounting, and regulatory requirements.

We typically retain core customer data for up to six years after the end of the relationship unless a longer retention period is required by law or regulation.

Data Security

We implement appropriate technical and organisational measures to protect personal data against unauthorised access, loss, misuse, or alteration.

These measures include:

- Secure storage of personal data within controlled systems and environments
- Access controls to ensure that only authorised personnel can access personal data
- Encryption and secure transmission of data where appropriate
- Regular monitoring and review of our security practices

Where we use third-party service providers (including identity verification providers such as AplyID), we ensure they are subject to appropriate contractual obligations and maintain adequate security standards.

We do not disclose full details of our security measures for security reasons, but we regularly review and update our safeguards to ensure an appropriate level of protection.

Personal Information Breaches

In the event of a personal data breach, we will take appropriate action to investigate and mitigate the impact.

Where required, we will notify the Information Commissioner's Office (ICO) and affected individuals in accordance with applicable data protection laws.

Changes to this policy and your duties to inform us

Any changes we make to this Privacy Policy in the future will be updated on our website.

It is important that the personal data we hold is accurate and current. Please keep us informed if your personal data changes during your relationship with us.