

Information about www.kwik-fit.com

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General

These terms are governed by and shall be interpreted in accordance with the laws of England and Wales. You hereby consent to the exclusive jurisdiction and venue of courts in England and Wales, in all disputes arising out of or relating to the use of this website. Use of this website is unauthorised in any jurisdiction that does not give effect to all provisions of these terms and conditions, including without limitation this paragraph. You agree that no joint venture, partnership, employment, or agency relationship exists between you and Kwik Fit as a result of the use of this website. If any part of these terms are determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of these terms shall continue in effect. These terms are the only terms upon which Kwik Fit is prepared to deal with a purchaser through this website and they shall govern the contract arising from any order made through this website that is accepted by Kwik Fit to the entire exclusion of all other terms or conditions. /-

General (Continued)

These terms constitute the entire agreement between the user and Kwik Fit with respect to the use of this website and they supersede all prior or contemporaneous communications and proposals, whether electronic, oral or written, between the user and Kwik Fit with respect to this website. A printed version of these terms and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to these terms to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.

Privacy Policy

This website/s is offered to you, the user, subject to and conditioned on your acceptance of the terms, conditions and notices contained herein.

Kwik Fit takes your privacy seriously. Kwik Fit understands that privacy concerns are extremely important to our customers. We would like to assure you that we are committed to protecting your personal privacy and for that reason Kwik Fit has created this privacy policy. Please read the following to learn more about our privacy policy.

If you believe you have received unsolicited commercial email please forward the email you received in its entirety to: customer.services@kwik-fit.com

What This Privacy Policy Covers

This Policy covers how Kwik Fit treats personal information that Kwik Fit collects and receives, including information related to your use of Kwik Fit products and services. Personal information is information you provide about yourself that is personally identifiable like your name, address, email address, or phone number and that is not otherwise publicly available. This policy does not apply to the practices or the content of websites of companies that Kwik Fit links to or does not own or control.

Information We Collect

We sell, service and install products with safety implications. Without your contact details we would have no means of notifying you of any product or service recall in the slim chance that this eventuality should arise.

In addition, in order to ensure that consumers get the very best service; Kwik Fit collects demographic information, web pages visited and other consumer-volunteered information from sources such as forms, survey information and/or site registrations. Kwik Fit's request forms may require users to give us information such as your name, address, phone number, e-mail address, certain financial and credit-related information.

The information you provide to Kwik Fit also helps Kwik Fit in the development or referral of products and services that we believe will meet the continuing needs of our customers. Collected information is used to improve the content of our website, customise the content and/ or layout of our website for individual users, and to contact users for marketing purposes as well as this information is used to route requests to our auto dealer network, fulfillment and marketing partners.

Kwik Fit automatically receives and records information on our server logs from your browser, including your IP address, Kwik Fit cookie information, and the page you request. Kwik Fit uses information for the following general purposes: to customise content you see, fulfill your requests for products and services, improve our services, contact you, conduct research, and provide anonymous reporting for internal and external clients.

Information We Share With Others

If Kwik Fit use any third parties to assist it with the provision to you of any products and/ or services which you purchased and/or booked through this website then Kwik Fit may need to forward certain of your personal information to such third parties for the purpose of providing such products and/ or services only.

Kwik-Fit may offer you the opportunity to purchase goods and or services from third party websites and in the event that you agree to be transferred to any such third party websites, you will become subject to the security and privacy policies that are posted on such websites once you are transferred to such websites.

Kwik Fit may decide to share your personal information with trusted marketing partners within the Kwik Fit group of companies, who work on behalf of or with Kwik Fit under confidentiality agreements. These companies may use your personal information to help Kwik Fit communicate with you about offers from Kwik Fit or to inform you about their products and services. (See below if you prefer that we not share this information). /-

Information We Share With Others (Continued)

Occasionally, when Kwik Fit is not able to directly fulfill your request, we may forward your request for information to another reputable partner. In those cases where Kwik Fit decides to share your information with marketing partners, these companies do not have any independent right to share this information with any other parties. Kwik Fit also responds to subpoenas, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims and when we believe it is necessary to share information in order to investigate, prevent, or take action regarding illegal activities, violations of Kwik Fit terms of use, or as otherwise required by law. We shall always process your personal information in accordance with the law.

Once it is received in the Kwik Fit database, all information, including your name, e-mail address, home address, financial and credit information is, when necessary for the purposes of processing your order, passed on to our banking, dealer, fulfillment and marketing partners and affiliates for the execution of the order, service or request. Once one of these entities receives this information, it becomes the subject to their respective privacy policy, in addition to Kwik Fit's. Our partners use this information to process your order or request and to provide valuable services. Any request to opt out of future partner communications must be made directly to the partner.

Children's Guidelines

Although this site is intended for the use of adults, and is not of likely interest to children, the forms on this site are capable of collecting online contact information from children who furnish it without prior parental consent or parental notification. Upon discovery and/ or notification of any information supplied to Kwik Fit by children, Kwik Fit shall delete such information held by it.

Cookies

Kwik Fit reserves the right to use cookies; cookies are small pieces of information that a web server may transfer to your computer through your web browser if your browser's preferences allow it. When this information is stored on your computer, our system is able to recognise your browser and in turn customise web page content for you. We will not use any cookies to retrieve data from your hard drive or obtain sensitive information about you. When a cookie is set, your browser will check it for length, an expiration date, and where it originated. Only Kwik Fit can access the cookies that we set and to protect your privacy your browser only permits a website to access cookies it has sent you, not the cookies sent to you by other sites. You can decide if and how your computer will accept a cookie by configuring your preferences or options in your browser. However, if you choose to reject cookies, you may not be able to use certain of our online services or website features.

Kwik Fit offers its users the advantage of personalisation on our website by using cookies. Website personalisation provides our customers with a more convenient online experience and is at no given time used to track information or retrieve data from your hard drive.

Third Party Tracking

Kwik Fit may use third-party advertising companies to serve ads on our behalf. These companies may employ cookies and action tags (also known as single pixel gifs, tracking pixels or web beacons) to measure advertising effectiveness. Any information that these third parties collect via cookies and action tags is completely anonymous and you cannot be identified from this information.

Security

Kwik Fit understands the importance of security of the data of our consumers. When applicable, we use the latest SSL (Secure Socket Layer) encryption technology to protect sensitive personal or financial information during transmission. This allows your personal information to be submitted in a secure environment while reaching the intended parties. An SSL-capable web browser is needed to support this encryption technology.

Online Payment Security

Kwik Fit treats the security of your personal and payment details with paramount importance. We provide protection in a number of ways –

- When you transact with us online your details are encrypted between your web browser and our server. Our website <http://www.kwik-fit.com> automatically changes to <https://www.kwik-fit.com> when required.
- Our security certificate is provided by GeoTrust, Inc. a global leader in online identity and trust services (see www.geotrust.com). Our certificate has a 1,024 bit public encryption key, this is frequently referred to as an SSL128 byte certificate. /-

Online Payment Security (Continued)

- We use Protx Limited (see www.protx.com) as our payment gateway for the secure authorisation and processing of your credit or debit card payments. Protx are the largest independent secure online payment solution provider to UK businesses.
- Kwik Fit does not store your payment card information on our servers, nor do any Kwik Fit personnel have access to your card information.
- In addition to Protx's usual authorisation procedures the UK clearing banks are gradually introducing a system called 3D Secure to provide additional consumer protection. 3D Secure is the latest and most effective means of protecting you against fraud. Kwik Fit have worked with the Protx service to introduce this level of protection to you. Customers who have already authenticated 3D Secure cards need only follow their normal process which usually involves the entry of a password to your card issuers' website during the payment process. If you do not have an authenticated 3D Secure card, there is a mandatory 3D Secure sign up which you will have to complete. This process will vary depending on your card issuer. This will have to be completed before you can pay for your goods.

Third Party Privacy Policies

Except as otherwise expressly included in this Privacy Policy, this document only addresses the use and disclosure of information we collect from you. If you disclose your information to dealers or other parties that you are placed in contact with through our site or other sites throughout the Internet, different privacy policies may apply to their use or disclosure of the information you disclose to them. Since Kwik Fit does not control the privacy policies of third parties, you are subject to the privacy policies of that third party and we encourage you to read their privacy policies or ask questions before you disclose your personal information to others.

Your Acceptance of Policy Terms

By using this site and providing us with your information, you agree to the Kwik Fit Privacy Policy. If you do not agree to this policy, please do not use our site. We reserve the right, at our discretion, to change, modify, add, or remove portions of this policy at any time. Please check this page frequently for changes. Your continued use of the Kwik Fit site means you accept those changes. You can e-mail us with any further questions you may have.

Updates

Kwik Fit reserves the right to update, change and/or amend the terms and conditions contained in this site without prior notice.

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