

External

UK Group Policy

Privacy Notice

April 2026
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Compliance Department

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1.0 Summary

Documents designed for DEKRA UK entities are defined as follows:

Policy: Our Policies are the high-level statements of management intent, expectations, and direction. They show our principles and requirements.

Process: Our processes provide steps and procedures that must be followed. They show the actions and instructions to complete tasks.

2.0 Introduction

2.1 Purpose

DEKRA UK Group respects your privacy and is committed to protecting your personal data. This Privacy Notice will inform you as to how we look after your personal data and tell you about your privacy rights and how the law protects you.

We appreciate that there is a lot of information in this Privacy Notice so please contact us if you have any questions which are not answered in this Privacy Notice

This privacy notice aims to give you information on how DEKRA UK Group collects, uses and processes your personal data whenever you use our websites or purchase our products and services and of your rights under data privacy law.

The specific data processed and how we use that data is generally determined based on the services you request or agree to receive. Therefore, not all of this information will apply to you.

3.0 Data Privacy Policy

3.1 Who is responsible for data processing and how to contact us

DEKRA UK Group is made up of the following different legal entities:

- DEKRA Automotive Limited (DAL)
- DEKRA Claims International – UK Limited (DCIUKL)
- DEKRA Certification UK Limited (DCUKL)
- DEKRA UK Management Limited (DUKML)
- DEKRA UK Limited (DUKL)
- Riverbank Legal UK Limited (RLUKL)

This privacy notice is issued on behalf of the DEKRA UK group of companies who is a data controller in relation to the personal information collected and processed. A data controller determines how and why personal data can be processed.

For simplicity, references to 'we', 'us' and 'our' throughout this Privacy Policy means the DEKRA UK Group.

The particular legal entity will depend on the activities in connection with which we are processing your information and, if in doubt about which entity this is, please Contact us.

DEKRA UK Group contact details:

Data Protection Officer
Phi House
Enterprise Road
Southampton Science Park
Southampton
SO16 7NS

Email: dpo.uk@dekra.com

In some circumstances we may not be the controller of your data but rather a processor on behalf of a DEKRA UK Group client, who collected your data and asked us to process it. If in any doubt about who the controller of your data is, please Contact us.

Changes to the privacy notice and your duty to inform us of changes

We may update this notice from time to time, so it is always up to date and accurate. Any changes we make will be posted on this page.

This version was last updated in April 2026.

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

Third-party links

Our websites may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website , we encourage you to read the privacy notice of every website you visit.

3.2 What data we collect

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

Under applicable UK and EU data protection laws we are required to explain what information we collect from you and how and why we use it. This is summarised as follows: Identity Data includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.

- Contact Data includes billing address, delivery address, email address and telephone numbers.
- Financial Data includes bank account and payment card details.
- Transaction Data includes details about payments to and from you and other details of products and services you have purchased from us. Records of discussions with us including call recordings and emails in some cases.
- Technical Data includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our websites
- Profile Data includes your interests, feedback and survey responses.
- Usage Data includes information about how you use our website, products and services, using cookies and page tagging techniques
- Marketing and Communications Data includes your preferences in receiving marketing from us and our third parties and your communication preferences.
- Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature.

We generally do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we generally collect any information about criminal convictions and offences. The exception to this is in relation to insurance claims handled by DEKRA Claims Services UK Limited on behalf of its clients.

If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with products or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

3.3 What sources do we use to collect your personal data?

We use different methods to collect from you and about you including through:

Direct interactions. You may give us your identity, contact and financial data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- apply for and / or purchase our products or services;
- subscribe to our services or publications;
- request marketing to be sent to you;
- participate in a survey; or
- provide feedback to us

Automated technologies or interactions. As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. Please see our cookie policy for further details.

DEKRA Group – We may receive identity and contact data transmitted to us lawfully by other DEKRA group companies.

Third parties or publicly available sources. We may receive personal data about you from various third parties and publicly accessible sources as set out below:

- Identity Data, Contact Data, Financial Data, Transaction Data, Profile Data and Marketing and Communications Data from our clients located inside and outside of the EU to whom we provide services including, for DEKRA Automotive Limited, vehicle manufacturers.
- Technical Data from analytics providers such as Google based outside the EU.
- Contact, Financial and Transaction Data from providers of technical, payment and delivery services based inside OR outside the EU.
- Identity and Contact Data from publicly availably sources such as Companies House and the Electoral Register based inside the EU.
- Personal data collected through digital voice recording providers who record calls you make to enable us to provide training and call critiquing services to our clients.

3.4 Legal basis for processing personal information

By law, whenever we process your personal information, we are required to have a 'legal basis for doing so. The legal bases we use to process your personal information will generally be one or more of the following:

- Contract (UK GDPR Article 6 (b) - where it is necessary to enable us to comply with our contractual obligations to provide our services and carry out our agreements with our customers or to carry out pre-contractual measures upon request.

- Legitimate interests (UK GDPR Article 6 (f) where it is necessary for our legitimate business interests (or those of a third party) in administering our relationship with you and running our business effectively. Where 'legitimate interests' is our legal basis for processing your data, we will take into account any potential impact on your rights, freedoms, and interests;

- Legal Obligation (UK GDPR Article 6 (c)) where it is necessary for us to process your personal information to enable us to comply with a legal or regulatory obligation

- Consent (UK GDPR Article 6 (a)) where we have asked for and gained your consent to use your information for particular purposes, for example, to send you marketing communications or your data was provided to us by our client or other third party, which itself relied on your consent as the legal basis for processing and sharing that information with us.

Withdrawing Consent

Where consent is our legal basis for processing your personal information, you can withdraw your consent at any time, and we will then stop any future processing for that purpose. If you wish to withdraw your consent, then please contact us

Please note: If you choose not to share your personal information with us, or refuse certain contact permissions, we may be unable to provide some of the products and services you've asked for.

3.5 Purposes for which we will use your personal data

We have set out in the table below, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please Contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose / Activity	Type of Data	Lawful basis for processing including basis of legitimate interest
To register you or your organisation as a new customer	Identity Contact	Performance of a contract with you (if our contract is with you) Necessary for our legitimate interests (to provide our products and services to our clients) (where our contract is with your organisation)
To process and deliver the products and/or services you or your organisation have requested including: Managing payments, fees and charges Collecting and recovering money owed to us	Identity Contact Financial Transaction Marketing and Communications	Performance of a contract with you (if our contract is with you) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you or your organisation which will include: Notifying you about changes to our terms or privacy policy Asking you to leave a review or take a survey Replying to any correspondence you send to us	Identity Contact Profile Marketing and Communications	Performance of a contract with you (if our contract is with you) Necessary to comply with a legal obligation Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
Management Information Reporting	Identity Contact Transaction	Contract Legitimate interest
To responds to any queries and / or complaints	Identity Contact	Legitimate Interests: To manage our relationship with you and ensure that we are able to support you with any queries or complaints
To enable you to complete a survey	Identity Contact Profile Usage	Necessary for our legitimate interests (to study how customers use our products/services, to develop them and grow our business)

To administer and protect our business and our websites (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	Identity Contact Technical	Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) Necessary to comply with a legal obligation
To deliver relevant website content to you and measure or understand the effectiveness of the advertising we serve to you or your organisation	Identity Contact Profile Usage Marketing and Communications Technical	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences. For this purpose, we use Cookies and similar technologies for data analytics purposes. For more information about how we use Cookies, please see our Cookie Policy.	Technical Usage	Consent where we collect Technical Device Data via cookies, we do this on the basis of your consent, or in the case of Essential Cookies, on the basis of our legitimate interests in order to operate the site and ensure its security Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you or your organisation about products or services that may be of interest to you or your organisation	Identity Contact Technical Usage Profile	Necessary for our legitimate interests (to develop our products/services and grow our business)
To send you marketing emails about our products, services and any ongoing or upcoming promotional offers or events that we think may be of interest to you	Identity Contact	Consent where data is captured by way of cookies or you have positively opted in to sharing data for marketing purposes; and/or Legitimate Interests: Where you are an existing customer, we also rely on our legitimate interests to increase our customer engagement

To provide the products and/or services you have requested from DEKRA UK's clients where our clients have engaged us to provide these on their behalf.	Identity Contact Financial Transaction Technical Usage Profile	Consent Necessary for our legitimate interests (to provide our products and services to our clients)

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please Contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Our Marketing Communications

We may use your data to send you information on products or services that we believe may be of interest to you. You will receive marketing communications from us if you have requested information from us or if your organisation purchased products or services from us or if you provided us with your details when you registered for a survey and, in each case, you have not opted out of receiving that marketing.

Third-party marketing

We will get your express opt-in consent before we share your personal data with any company outside the DEKRA UK Group of companies for marketing purposes.

Marketing – Opting out

You can ask us or third parties to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by Contacting us at any time.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a product/service provision, product/service experience or other transaction.

Automated Decision Making Process

We typically do not use fully automatic decision-making processes in accordance with Article 22 UK GDPR to initiate and carry out business relationships. If we do use such processes in individual cases, we will inform you of your relevant rights separately if required by law.

Cookies

We use cookies in order to make our website easier to use, to support the provision of information and functionality to you, as well as to provide us with information about how our website is used so that we can make sure it is as up to date, relevant and error free as we can.

We also use cookies to try to ensure that our emails and electronic marketing messages which we send to you reflect the interests of our customers and website users.

Please note: Third parties may also use cookies, over which we have no control. Please therefore make sure that you read the privacy policies and cookie policies of any such third parties.

Further information about how our website uses cookies can be found in our Cookie Policy.

3.6 How and when do we share your personal data

We sometimes share your personal information with trusted third parties so that they can assist us in providing products and/or services to you. These trusted third parties will only process your personal information on our specific instructions, and we remain responsible for ensuring that your personal information is protected and processed lawfully by anyone that we share it with. We do not allow our third-party service providers to use your personal data for their own purposes

Internal third parties
Other companies in the worldwide DEKRA group of companies of which DEKRA UK forms a part, acting as joint controllers or processors and who provide IT and system administration services and undertake leadership reporting.

External third parties

- Service providers acting as processors based in the EU who provide IT and system administration services, and digital voice recording services.
- Professional advisers acting as processors or joint controllers including lawyers, bankers, auditors and insurers based in the EU who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers based in the United Kingdom and the EU who require reporting of processing activities in certain circumstances.
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

Transferring your personal data internationally
DEKRA UK Group is part of a global organisation and in common with other organisations, we use third parties located in other countries to help us run our business.

We may share your personal data within the DEKRA group of worldwide companies. This could involve transferring your data outside the European Economic Area (EEA).

Some of our External Third Parties are based outside the European Economic Area (EEA) so their processing of your personal data may involve a transfer of data outside the EEA.

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission. For further details, see European Commission: Adequacy of the protection of personal data in non-EU countries.
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe. For further details, see European Commission: Model contracts for the transfer of personal data to third countries.
- Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US. For further details, see European Commission: EU-US Privacy Shield.

Please Contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

3.7 How do we keep your information secure?

We have put in place appropriate security measures and safeguards to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

3.8 How long will you keep my personal data?

We will only retain your personal data for as long as necessary to fulfil the purposes for which it was collected for, including for the purposes of satisfying any legal, accounting, or reporting requirements and in accordance with our internal Data Retention Policy. At the end of this period, your data will either be deleted or anonymised.

3.9 Your legal rights

You have the following rights in relation to the personal information that we hold about you:

- The right to request access to your personal information (commonly known as a "data subject access request"). This enables you to request a copy of the personal information we hold about you and to check we are processing it lawfully.

- The right to request correction of the personal information we hold about you. This enables you to request that we correct any incomplete or inaccurate information that we hold about you.

- The right to request erasure of your personal information in some circumstances. This enables you to request that we erase your personal information where there is no good reason for us continuing to process it.

- The right to object to us processing your personal information. This enables you to object to us processing your personal information where we are relying on our legitimate interest as a legal basis for processing, or where we are using your personal information for direct marketing purposes.

- The right to restrict our processing of your personal information. This enables you to ask us to suspend the processing of your personal information in certain circumstances.

- The right to data portability. In certain circumstances this enables you to request that we provide you, or a third party, with a copy of the personal information that you provided to us in a structured, commonly used, machine-readable format.

- The right to withdraw your consent. Wherever you have given us your consent for any of our processing purposes, you have the right to withdraw that consent at any time.

If you are unhappy with how we have used your personal information, you have the right to lodge a complaint. Please contact the UK Data Protection Officer.

How to exercise your rights

For more information on your legal rights or if you would like to exercise any of them, please contact us.

To protect the confidentiality of your personal information, we will ask you questions in order to verify your identity before proceeding with any requests to exercise your rights under this Privacy Policy.

4. Version History

Date	Version	Author	Approved by	Summary of Changes	Review Date
April 2026	4.1	Compliance	Christopher J Blue	Update of registered address and DCIUK	September 2026
September 2025	4.0	Compliance	Christopher J Blue	Amendments to include DUAA 2025	September 2026
01/09/2024	3.0	Compliance	Christopher J Blue		30/09/2025
11/05/2022	2.0	Compliance	Christopher J Blue		31/03/2024
April 2021	1.0	Compliance	Christopher J Blue		April 2022

DEKRA
Responsible department

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Compliance Department
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