

Privacy notice

The personal data you have provided (“Data”) will be processed by Fiat Chrysler Automobiles UK Ltd. (“Company, We, Us”) to provide you with the service you have requested. We perform surveys on customer satisfaction related to the quality of our goods and services, provided that it is in our legitimate interests to do so. If you consent to us doing so, we will send you relevant marketing information and carry out market research about our products and services so that you don’t miss out on current offers. If you tell us that you want to receive communication that is specific to you, then we will analyse your personal preferences, interests or behaviours so that we can send you customised communications that we think you might like. If you tell us that you’re interested in receiving relevant offers from other companies that might interest you, then we will share your Data with companies in our group and selected partners in the automotive, financial, insurance and telecommunication sectors with whom we work closely.

What happens if I do not consent?

Submitting the Data is never mandatory however, if you do not provide essential information, we will not be able to provide you with the service requested. Only the fields with an asterisk are essential for us to be able to provide you with the service which you have requested. If you don’t fill in the optional fields, we will still be able to provide you with the service. If you do not consent to us marketing to you, we will not be able to tell you about our latest offers or deals which we think you might like.

Who processes the data?

The Data may be processed by natural persons and/or legal entities (“processors”), acting on our behalf under our specific instruction or contractual obligations. We may send the Data to third parties to comply with legal obligations, or for security purposes.

Who is the data controller?

The data controller is Fiat Chrysler Automobiles UK Ltd, with registered offices at 240 Bath Road, Slough, Berks, SL1 4DX. You can contact the Data Protection team at the email address dpo@fcagroup.com.

Where will my data be processed?

Processors are usually based in EU Member States but we may transfer the Data to countries outside of the European Economic Area (EEA), for example, to store them in databases managed by entities acting on our behalf. These processors of the Data are bound by the instructions we give them to process the Data and must do so in accordance with applicable data protection laws. In the event the Data is transferred outside of the EEA, we will use appropriate measures to guarantee adequate protection of the Data, usually in the form of standard contractual clauses approved by the EU Commission for the transfer of personal data outside of the EEA.

How long will my data be kept?

In providing you with the service you requested, we may store your Data for as long as is necessary to protect our interests relating to potential liability related to that service. We will only keep the Data for as long as is deemed strictly necessary to fulfil the purpose for which it was collected. You may withdraw your consent to marketing and other activities unrelated to the performance of the specific service requested at any time, following which the Data will no longer be used for that purpose. Although we will not contact you for that purpose any longer, we may still store it to protect our interests.

What rights do I have?

You have the right to:

1. know if any data about you is being processed by us and, where applicable, have access to it;
2. rectify any inaccurate information we have about you or to have it erased when the request is legitimate;
3. restrict the processing of the Data when the request is legitimate;
4. portability, where applicable so that you can obtain the Data in a structured, ordinarily used and readable format, as well as the right to transfer the Data to other controllers;
5. object to the processing of the Data when the request is legitimate; and
6. lodge a complaint with a supervisory authority in case of unlawful processing of Data.

You can exercise these rights by writing to the data controller at the above address or you can write to the email address: privacy@fcagroup.com.

The relevant supervisory authority in the UK is the Information Commissioner's Office ("ICO"). You can contact the ICO via their website: www.ico.org.uk