



PRIVACY POLICY

1. Introduction

This Privacy Policy explains how M3 Changeparts Ltd (“we”, “us”, “our”) collects, uses, and protects personal information when you visit our website or contact us through it. We are committed to handling your data responsibly, transparently, and in accordance with the UK GDPR and Data Protection Act 2018.

By using our website, you acknowledge that you have read and understood this policy.

2. Data Controller

M3 Changeparts Ltd
sales@m3changeparts.co.uk
01302 752967

We are the data controller responsible for determining how your personal information is used.

3. Information We Collect

We only collect the minimum information necessary to operate our website and respond to enquiries. This may include:

- **Contact details** — such as your name, email address, phone number, or company name when you submit an enquiry form

- **Technical data** — including IP address, browser type, device information, and basic analytics data
- **Website usage information** — pages visited, time spent on the site, and interactions with forms or features
- **Cookies** — small files used to improve website functionality and security (see Section 8)

We do **not** collect sensitive personal data through our website.

4. How We Use Your Information

We process personal data only where necessary and for legitimate business purposes, including:

- Responding to enquiries submitted through our website
- Providing information about our products or services when requested
- Maintaining the security, performance, and functionality of our website
- Analysing website usage to improve user experience
- Keeping records of communications for internal administration

We do **not** use your data for marketing unless you explicitly request or consent to receive such communications.

5. Lawful Basis for Processing

We rely on the following lawful bases under UK GDPR:

- **Legitimate interest** — to respond to enquiries, operate our website, and improve its performance
- **Contract** — when processing is necessary to provide information or services you have requested

- **Legal obligation** — where we must retain certain records for compliance purposes

6. Data Sharing

We do not sell or share your personal data with third parties for marketing purposes.

We may share information with:

- **Website hosting providers**
- **IT support and security services**
- **Professional advisers** (e.g., legal or compliance support)

These partners only process data on our behalf and are required to keep it secure and confidential.

7. Data Retention

We keep personal data only for as long as necessary:

- Enquiry form submissions: typically **up to 12 months**
- Technical logs and analytics: **up to 24 months**
- Legal or contractual records: retained as required by law

When data is no longer needed, it is securely deleted or anonymised.

8. Cookies & Website Tracking

Our website uses essential cookies to ensure functionality and security. We may also use basic analytics tools to understand how visitors use the site.

You can control or disable cookies through your browser settings. Doing so may affect certain website features.

9. Your Data Rights

Under UK GDPR, you have the right to:

- **Access** the personal data we hold about you
- **Request correction** of inaccurate information
- **Request deletion** of your data
- **Object** to processing carried out under legitimate interest
- **Restrict** how your data is used
- **Request a copy** of your data in a portable format

To exercise any of these rights, contact us at **sales@m3changeparts.co.uk**

10. Security

We take appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, or misuse. While no system is completely secure, we follow industry best practices to safeguard your information.

11. External Links

Our website may contain links to external sites. We are not responsible for the privacy practices or content of those websites. We encourage you to review their privacy policies before providing any personal information.

12. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The latest version will always be available on this page, with the date of the most recent update clearly shown.

Last updated: 28.07.2026