# Kartal Motorsport – Privacy Notice

**Issue 1** · Effective 5 November 2026

This notice explains what personal information we collect when you use our website and booking service, why, who we share it with, how long we keep it, and your rights.

## 1. Who we are

Kartal Motorsport ("we", "us") is responsible for your personal information (the "controller").

| | |
|---|---|
| **Address** | 83 Liverpool Old Road, Much Hoole, Preston, Lancashire PR4 4GA |
| **Telephone** | 07801 379880 |
| **Privacy contact** | kartalmotorsport@hotmail.com, or write to us at the address above |

## 2. What we collect

- **Your account:** your name and email address, and your password (stored only in a securely scrambled form). If you choose to give them: your phone number, address and post code.
- **Your bookings:** the services you book, dates, costs, any cancellation, your kart's chassis and engine references, the invoice reference, and any notes you add.
- **Messages:** the updates and messages we send you about your bookings.
- **Terms & Conditions:** which version you accepted, and when.
- **Privacy requests:** any request you make about your information, and our replies.
- **Security records:** when you log in, and a record of changes made to your account and bookings. We briefly use your device's internet (IP) address to limit repeated log-in attempts, but we don't store it.

We also add notes about the work on your booking. These are for internal use and aren't shown on the website.

**What we don't collect:** payment card details or your date of birth. We don't use analytics, advertising or tracking. Please don't put health details, children's names or other people's details in booking notes or messages.

## 3. Why we use it

| Purpose | Lawful basis |
| --- | --- |
| Running your account and carrying out the services you book | Contract |
| Sending service emails: confirmations, updates, completion notices, invitations, password resets and replies to privacy requests | Contract |
| Keeping business and tax records | Legal obligation |
| Responding to your privacy requests | Legal obligation |
| Keeping a record of the Terms & Conditions you accepted | Legitimate interests (showing what was agreed) |
| Keeping the website and your account secure, and recording changes | Legitimate interests (security) |

We don't send marketing emails, and we don't make decisions about you by automated means. Our booking system suggests available times, but you choose your booking.

## 4. Who sees it

Our service providers act only on our instructions, under data protection agreements:

- **Cloudflare, Inc.** hosts our website, database and backups. Our database and backups are stored in Cloudflare's Western Europe region.
- **Resend (Plus Five Five, Inc.)** sends our service emails. It receives your name, email address and each email's content.

We never sell your information. We share it with others only if the law requires it, or to establish or defend a legal claim.

## 5. International transfers

Resend, and parts of Cloudflare's service (its global network and support teams), process information outside the UK, including in the United States. We rely on the UK–US "data bridge" for providers certified under the UK Extension to the EU–US Data Privacy Framework, and on the UK Addendum to the EU Standard Contractual Clauses in our providers' agreements.

## 6. How long we keep it

| Information | How long |
|---|---|
| Your account and contact details | While your account is open. An account with no log-in and no booking for 24 months may be closed and deleted. |
| Bookings, costs and invoice references | 6 years after the work (tax and legal reasons) |
| Your acceptance of our Terms & Conditions | 6 years after your last booking |
| Log-in records | 90 days (your latest log-in is kept while your account is open) |
| Records of changes made on the website | 12 months |
| Security audit records | 24 months |
| Your privacy requests | 24 months after each is closed |
| Copies of your information we prepare for you | 14 days |
| Failed log-in records | 1 day |
| Backups | 14 days |
| Our email provider's record of emails sent to you | 30 days |

If information is needed for a dispute or legal claim, we may keep it until that's resolved.

## 7. Cookies

We use only the cookies the website needs to work:

- a log-in cookie that keeps you signed in (you're logged out after 2 hours without activity, and after 30 days at most);
- a short-lived cookie that shows a notice while the website is under maintenance.

We don't use analytics, advertising or tracking cookies.

## 8. Your rights

You can ask us to:

- give you a copy of your information, including in a format you can reuse;
- correct it;
- delete it;
- restrict or object to how we use it.

Some of these rights depend on the circumstances.

**How to ask:** log in and use Privacy & Data on your Account page, or contact us (section 1). You can update your phone number, address and post code yourself on your Account page.

**What happens next:**

- We review every request; making one never deletes anything automatically.
- If you ask while logged in, we won't need proof of identity. If you contact us another way, we may ask a simple question to confirm it's you.
- We'll reply within one month. For complex requests we may extend this by up to two more months, and we'll tell you why.
- A copy of your information is available to download from your Account page for 14 days.
- If we delete your account, your name and contact details are removed and the account is closed. We must keep some records, such as completed bookings and invoices (for tax) and your Terms & Conditions acceptance. Your Terms acceptance record, notes on work already started or completed, and our security records may still show your name for their retention period. We'll tell you if we can't delete something, and why.

**Complaints:** please contact us first. You can also complain to the Information Commissioner's Office (ICO) at ico.org.uk/make-a-complaint or on 0303 123 1113.

## 9. Security

Our website uses encrypted connections, and our emails are always sent encrypted. Passwords are stored in a scrambled form, log-ins time out, access to your information is limited to those who need it, and changes to accounts and bookings are recorded.

## 10. Changes to this notice

When we update this notice, we'll publish the new version on our website with a new issue number and date. Earlier issues remain available there.