Privacy Policy

Cork Mobile Mechanics Limited
Last updated: 18 November 2026

This policy explains how Cork Mobile Mechanics Limited ("we", "us", "our") collects and uses your personal data when you book a service, use our website (https://corkmobilemechanics.com), or contact us.

1. Who we are

Cork Mobile Mechanics Limited, a mobile vehicle repair service operating in Cork, Ireland.

- Registered address: 83 Church Green, Ballinglanna, Glanmire, Co. Cork, T45 PY58
- Company registration number: 830466
- Email: info@corkmobilemechanics.com
- Phone: +353 83 395 6151

We are the "data controller" of the personal data described below.

2. What data we collect

- **Contact details:** name, email address, phone number
- **Service location:** the address where you want us to carry out the work
- **Vehicle details:** registration number, make, model, year, and a description of the fault or service needed
- **Booking details:** date, time, services requested, quotes and invoices
- **Payment details:** we do not store your card details. Payments are handled by SumUp
- **Communications:** messages, emails, or calls between you and us
- **Website data:** IP address, browser and device type, operating system, language, referring pages, and pages visited. This is collected automatically and is used to keep the site secure and working.

3. Why we use your data and our legal basis

To manage your booking, travel to you, and carry out the work
Legal basis: performance of a contract (Art. 6(1)(b) GDPR).

To send booking confirmations, reminders and updates about your job
Legal basis: performance of a contract (Art. 6(1)(b) GDPR).

To issue invoices, keep accounts and meet tax obligations
Legal basis: legal obligation (Art. 6(1)(c) GDPR).

To handle complaints, warranty claims, or disputes
Legal basis: legitimate interests (Art. 6(1)(f) GDPR).

To prevent fraud and keep our website secure and working
Legal basis: legitimate interests (Art. 6(1)(f) GDPR).

To send marketing emails or texts (e.g. offers, service reminders)
Legal basis: your consent (Art. 6(1)(a) GDPR). You can withdraw it at any time.

We do not sell your data. We do not use it for automated decision-making or profiling.

4. Who we share your data with

We only share data where needed, with:

- Our booking system: https://corkmobilemechanics.com
- Our payment processor: SumUp
- Our website host and email service: Vercel and Resend
- Our accountant or bookkeeper
- Our insurers or legal advisers, if there is a claim or dispute
- Public authorities, where required by law (e.g. Revenue, An Garda Síochána)

These providers act on our instructions and are required to protect your data. Some may process data outside the EU/EEA. Where they do, we rely on safeguards such as the EU-US Data Privacy Framework or Standard Contractual Clauses.
Sale of business: if we sell, merge or transfer all or part of our business, your data may be transferred to the new owner, who must continue to protect it in line with this policy.

5. How long we keep your data

- **Booking, job and invoice records:** 6 years from the end of the tax year (Irish tax record-keeping requirements)
- Enquiries that don't lead to a booking: up to 12 months
- **Marketing contact details:** until you unsubscribe or withdraw consent
- Website analytics data: up to 12 Months

After this, we delete or anonymize your data. If you ask us to delete your data, we will do so within one month, except for records we are legally required to keep (such as invoices), which we keep only for that purpose.

6. Your rights

Under GDPR you have the right to:

- Access the personal data we hold about you
- Correct inaccurate data
- Request deletion of your data (where we have no legal reason to keep it)
- Restrict or object to certain processing
- Receive your data in a portable format
- Withdraw consent at any time (this doesn't affect processing before withdrawal)

To use any of these rights, contact us at info@corkmobilemechanics.com. We will respond within one month.

7. Complaints

If you're unhappy with how we handle your data, please contact us first. You also have the right to complain to the Data Protection Commission:

Data Protection Commission, 21 Fitzwilliam Square South, Dublin 2, D02 RD28 Website: www.dataprotection.ie

8. Cookies

Our website uses essential cookies plus analytics and marketing cookies. Essential cookies are needed for the site and booking system to work. Non-essential cookies are only set if you accept them via our cookie banner. You can change your choice at any time by scrolling to the bottom of the home page and selecting Cookie setting or in your browser settings. Blocking cookies in your browser may stop parts of the site from working. We never store personally identifiable information in cookies.

9. Children

Our services are not directed at anyone under 18, and we do not knowingly collect personal data from children. If you believe a child has given us their data, contact us and we will delete it.

10. Links to other websites

Our site may link to other websites we don't control. This policy doesn't apply to them, and we aren't responsible for their content or privacy practices. Please read their own policies.

11. Security

We take reasonable technical and organizational steps to protect your data, including password protection, access controls, and using reputable providers. If a breach affects your rights, we will notify you and the Data Protection Commission as the law requires.

12. Governing law

This policy is governed by the laws of Ireland, and the Irish courts have jurisdiction over any dispute, without limiting your rights as a consumer or data subject.

13. Changes to this policy

We may update this policy from time to time. The latest version will always be on this page with the date above. If we make significant changes, we will let you know, for example by email or a notice on our website.