

## **Privacy Policy**

At Shepperton Marina and Boat Showrooms we take your privacy seriously and this privacy statement explains what personal data or information we collect from you and from people who visit our website and how we use it.

### **Who are we?**

Shepperton Marina Ltd is a registered company **1087117**, our registered office address is 21-27 Lamb's Conduit Street, London, WC1N 3GS. For the purposes of Data Protection Shepperton Marina Ltd, is a registered data controller ICO registration number Z2266294.

### **What personal data or information do we collect?**

The personal information we collect may include your name, address, email address, IP address and information regarding what pages you access on this website and when.

### **How do we collect data or information from you?**

- Make an enquiry via our website or via the telephone or via the Linssen factory or via exhibitions
- Use our website
- Take part in a prize draw or competition
- When you choose to receive news, updates or press releases
- Enquire about a job opportunity
- Work for or with the marina or sales office
- Supplier Contracts, Contacts and Invoices
- Exchange business cards with a member of the marina or sales office
- Buy ancillary services such as fuel and yard services.

### **How is your information used?**

We collect your personal data or information to operate our marina and sales offices effectively and provide you with the best information on our products and services.

We may use your information to:

- To administer your mooring contract.
- To answer enquiries that you make prior to any agreement or contract.
- To keep you informed about our services, river conditions, and invitations to events, if you have opted-in to receive these communications.
- To process payment(s) for ancillary services such as fuel sales and marina yard services.
- To process a job application
- To fulfil our obligations as an employer
- To provide benefits to you as an employee
- To maintain security of our office and IT infrastructure
- To invoice you, and to track payments you make or payments made to you

We believe that all these purposes are justified on the basis of our legitimate interests in running and promoting the marina and sales offices, our contractual requirements to deliver the agreed services to you, and our legal obligations, both as a marina operator and responsible employer. If you would like to know more, please read below:

- Berth holders
- Prospective Berth holders
- Visitors
- New Boat Sale Customers
- Brokerage Boat Sale Customers
- Job Applicants
- Our Current and Former Employees
- Contractors working directly for berth holders
- Suppliers
- Fuel and Yard Services customers

**Details of our processing**

	<b>Type of Data Held</b>	<b>Length of Time Held</b>	<b>How Data is Held</b>
Berth holders	<ul style="list-style-type: none"> <li>• Name and contact information.</li> <li>• Emergency contact details.</li> <li>• Information and documents relating to the services we are providing, including communications with you.</li> <li>• Billing and payment information.</li> <li>• Information relating to the vessel (s) you have moored in the marina.</li> <li>• Information about vehicles visiting the site</li> <li>• Details of vessel insurance</li> </ul>	<p>We will retain information about you for the duration of your mooring contract with us, then for an additional 6 years.</p> <p>We retain financial records for 6 years, following the end of the current financial year.</p>	<p>Data is stored in MMS Clearwater and Access Dimensions which are hosted in secure servers within the EEA.</p> <p>Limited Data is stored in Rolec Services SmartMaster Prepayment System for those customers buying electricity which is hosted in secure servers within the EEA.</p> <p>Limited data is stored on Paxton Net2 Access Control UK which is hosted in secure servers within the EEA.</p>

Prospective Berth holders	<ul style="list-style-type: none"> <li>Name and contact information</li> <li>Information and documents relating to the services we are providing, including communications with you.</li> <li>Current mooring details.</li> <li>Information relating to the vessel (s) proposed.</li> </ul>	We will retain information about you for the duration of the enquiry, then a further two years.	Data is stored in manual records in locked filing cabinets and computer held records which are password controlled
Visitors	<ul style="list-style-type: none"> <li>Name and contact information.</li> <li>Information and documents relating to the services we are providing, including communications with you.</li> <li>Billing and payment information.</li> <li>Information relating to the vessel (s) you have moored in the marina.</li> </ul>	<p>We will retain information about you for the duration of your mooring contract with us, then for an additional 6 years.</p> <p>We retain financial records for 6 years, following the end of the current financial year.</p>	Data is stored in MMS Clearwater and Access Dimensions which are hosted in secure servers within the EEA.
New Boat Sale Customers	<ul style="list-style-type: none"> <li>Name and contact information.</li> <li>Information and documents relating to the services we are providing, including communications with you.</li> <li>Billing and payment information.</li> </ul>	<p>We will retain information about you for the duration of your sales contract with us, then for an additional 6 years.</p> <p>We retain financial records for 6 years, following the end of the current financial year.</p>	<p>Data is stored in manual records in locked filing cabinets and computer held records which are password controlled</p> <p>Data is stored in Access Dimensions which is hosted in secure servers within the EEA</p>

	<ul style="list-style-type: none"> <li>• Information relating to the vessel (s) being transacted.</li> <li>• Information relating to current vessel (s)</li> </ul>	<p>We retain copies of Bills of Sale relating to the vessel and a copy of the original VAT receipt indefinitely.</p>	
Brokerage Boat Sales	<ul style="list-style-type: none"> <li>• Name and contact information.</li> <li>• Information and documents relating to the services we are providing, including communications with you.</li> <li>• Billing and payment information.</li> <li>• Information relating to the vessel (s) being sold.</li> </ul>	<p>We will retain information about you for the duration of your brokerage contract with us, then for an additional 6 years.</p> <p>We retain financial records for 6 years, following the end of the current financial year.</p> <p>We retain copies of Bills of Sale relating to the vessel and a copy of the original VAT receipt indefinitely.</p>	<p>Data is stored in manual records in locked filing cabinets and computer held records which are password controlled</p> <p>Data is stored in MMS Clearwater and Access Dimensions which are hosted in secure servers within the EEA</p>
Job Applicants	<ul style="list-style-type: none"> <li>• Name and contact information</li> <li>• CV and application form.</li> </ul>	<p>We will retain information about you for the duration of the recruitment campaign, then one year.</p>	<p>Data is stored in manual records in locked filing cabinets and computer held records which are password controlled</p>
Current and Former Employees	<ul style="list-style-type: none"> <li>• Name, date of birth, and contact information</li> <li>• National insurance number and Unique Tax Reference (UTR)</li> <li>• Information relating to your qualifications,</li> </ul>	<p>We will retain information about you for the duration of our contractual relationship with you, then for an additional 6 years.</p>	<p>Data is stored in Access SelectPay on a UK based computer which is password controlled.</p> <p>Data is stored in Croner Simplify, a hosted UK based server which is password controlled.</p>

	<p>experience and training.</p> <ul style="list-style-type: none"> <li>• Information relating to performance reviews &amp; disciplinary actions.</li> <li>• Tax and pension Records</li> <li>• Absence Records</li> <li>• Copies of photographic identification</li> <li>• Payment details</li> <li>• Next of Kin details</li> </ul>		Data is stored in Access Dimensions/FocalPoint on a hosted UK based server which is password controlled.
Contractors working directly for berth holders	<ul style="list-style-type: none"> <li>• Name and contact information.</li> <li>• Insurance details</li> <li>• Risk Assessments</li> <li>• Details of vessel being worked on</li> <li>• Billing and payment information.</li> <li>• Information about vehicles visiting the site</li> </ul>	<p>We will retain information about you for the duration of your contract with us, then for an additional 6 years.</p> <p>We retain financial records for 6 years, following the end of the current financial year.</p>	<p>Data is stored in manual records in locked filing cabinets and computer held records which are password controlled</p> <p>Data is stored in MMS Clearwater and Access Dimensions which are hosted in secure servers within the EEA.</p>
Suppliers	<ul style="list-style-type: none"> <li>• Contact details</li> <li>• Bank details</li> <li>• Description of goods and services purchased.</li> </ul>	We retain financial records for 6 years, following the end of the current financial year.	<p>Data is stored in computer held records which are password controlled.</p> <p>Data is stored in Access Dimensions/FocalPoint on a hosted UK based server which is password controlled.</p>
Fuel and Yard Services Customers	<ul style="list-style-type: none"> <li>• Name and contact information.</li> <li>• Information and documents relating to the services we are providing,</li> </ul>	We retain information about you for one year after your last visit.	<p>Data is stored in manual records in locked filing cabinets</p> <p>Data is stored in MMS Clearwater and Access</p>

	<p>including communications with you.</p> <ul style="list-style-type: none"> <li>• Information relating to the vessel (s) you have moored in the marina.</li> <li>• Billing and payment information.</li> <li>• Purpose of fuel use.</li> </ul>	<p>We retain financial records for 6 years, following the end of the current financial year.</p>	<p>Dimensions which are hosted in secure servers within the EEA.</p>
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### Newsletters

We use a third-party provider, Outlook, to deliver our newsletters and invitations. As a recipient you can manage which electronic communications you receive from us and can unsubscribe at any time.

### Emailing us

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government standards. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

### Who has access to your information?

We do not sell or rent your personal data or information to any third party or share your information with third parties for their marketing purposes.

We will disclose your data or information if required by law, for example by a court order or for the prevention of fraud or other crime.

We may pass your information on to our third-party service providers, agents or subcontractors for the purposes of completing a task or providing services to you on our behalf. However, we disclose only the personal information necessary to deliver that service and have a contract in place that requires them to keep your information secure and not to use it for their own marketing purposes.

Third party services providers who act as data processors on our behalf:

- **Ziptech Services Ltd & Triumph Technologies Ltd.** The IT support services to Shepperton Marina Ltd. and at times may be required to access our systems for maintenance, upgrade and support services' They cannot use the data we hold for their own purposes.

### **Transfers outside of the European Economic Area**

Your personal information in the European Economic Area (EEA) is protected by data protection laws, but other countries do not necessarily protect your personal information in the same way. The EEA covers all countries in the EU plus Norway, Liechtenstein and Iceland. Shepperton Marina Ltd reserves the right to use online tools which host data outside of the EEA. Prior to selecting such tools, we review their privacy policy and check that the company is signed up to the EU-US Privacy Shield agreement. Companies who have signed up to this agreement commit to securing personal data in line with EU data protection legislation.

### **Keeping your data secure**

When you give us personal information we take steps to ensure that it's treated securely and strive to protect it on our internal systems.

### **Your rights**

You have certain rights over the processing of your personal information by Shepperton Marina Ltd. These are:

- The right to be informed, which is what this privacy policy is for
- The right to access the data we hold about you
- The right to object to direct marketing
- The right to object to processing carried out on the basis of legitimate interests
- The right to erasure (in some circumstances)
- The right to data portability
- The right to have your data rectified if it is inaccurate
- The right to have your data restricted or blocked from processing

### **How you can update your information**

The accuracy of your information is important to us. If you change your contact details or if you want to update any of the information we hold on you, please contact us by email [enquiries@sheppertonmarina.co.uk](mailto:enquiries@sheppertonmarina.co.uk), [broker@boatshowrooms.co.uk](mailto:broker@boatshowrooms.co.uk), [linssensales@boatshowrooms.com](mailto:linssensales@boatshowrooms.com) or by post at Shepperton Marina Ltd, Felix Lane, Shepperton, Middlesex, TW17 8NS. Alternatively, you can telephone us on 01932 243722.

### **How you can access your personal information**

You have the right to ask for a copy of the personal information Shepperton Marina Ltd holds relating to you. To do this please contact us by email please contact us by email [enquiries@sheppertonmarina.co.uk](mailto:enquiries@sheppertonmarina.co.uk), [broker@boatshowrooms.co.uk](mailto:broker@boatshowrooms.co.uk), [linssensales@boatshowrooms.com](mailto:linssensales@boatshowrooms.com) or by post at Shepperton Marina Ltd, Felix Lane, Shepperton, Middlesex, TW17 8NS. Alternatively, you can telephone us on 01932 243722.

You also have the right to lodge a complaint about our processing of your personal data with the UK's [Information Commissioner's Office](#).

### **Changes to this privacy notice**

We keep our privacy notice under regular review. This privacy notice was last updated on 24/05/2018.