

## Privacy Policy

Sailaway St Anthony Ltd provides goods and services to customers from the premises at St Anthony, Helston, Cornwall, TR12 6JW. The Company is committed to protecting the privacy and security of your personal data. This Privacy Policy will explain how the company holds and processes the personal data we collect from you.

### What data do we collect?

Sailaway St Anthony Ltd collects the following data:

- Personal identification information i.e. name, email address, telephone numbers, address, bank details
- Boat details including boat name, type, make, LOA, draft, beam, tonnage, service records, insurance details and/or other associated equipment details. This data is used to identify customer property and its location, fulfil contracts, supply services, create job cards, contracts or estimates, monitor & report on work processes, discuss issues and manage accounts. As a result, we are unable to provide any goods or services without holding and processing such relevant customer data.
- Data is also held of contractors, retailers, service providers and manufacturers that supply Sailaway St Anthony Ltd with goods or services for the purposes of payment of invoices relating to purchases.

Customer Data held for these purposes is processed under the lawful basis of Contract as set out in the General Data Protection Regulations.

### How do we collect your data?

You directly provide Sailaway St Anthony Ltd with most of the data we collect. We collect and process data when you:

- Voluntarily subscribe to our St Anthony Newsletter through our website. Data held for this purpose is processed under the lawful basis of Consent as set out in the General Data Protection Regulations.
- Use the contact form on our website. Data held for this purpose is processed under the lawful basis of Consent as set out in the General Data Protection Regulations.
- Use or view our website via your browser's cookies

### How will we use your data?

Sailaway St Anthony Ltd collects your data so that we can:

- Manage your account and send invoices for completed jobs
- Contact you to discuss open or future jobs
- Send our St Anthony Newsletter to you via email

We may also contact customers from time to time to seek information and feedback relating to our performance in order to assist us in improving services. Customer Data used for this purpose is processed under the lawful basis of Legitimate Interests as set out in the General Data Protection Regulations. We use your information to achieve a legitimate interest and our reasons for using it outweigh any prejudice to your data protection rights.

In order to provide and fulfil certain services, and subject to your consent, Sailaway St Anthony Ltd will share your data (as appropriate) with the following:

- Companies to whom we sub-contract specialist work
- Couriers
- Manufacturers where warranties are registered on behalf of a customer or where warranty claims have been made
- Credit service providers when this is requested as part of a mooring or storage contract

Data may also be passed to third parties in the event of a legal dispute or for debt recovery purposes where there is a legitimate business reason for us to do so. Data held for this purpose is processed under the lawful basis of Legal Obligation as set out in the General Data Protection Regulations.

### **How do we store your data?**

Electronic Data is held by Sailaway St Anthony Ltd securely on servers protected by appropriate firewall and anti-virus measures and backed up regularly.

Paper Data is held and used on the premises and stored in locked filing cabinets within a secure office when unoccupied. When data is no longer required, we ensure these records are destroyed with no trace.

### **Marketing**

Sailaway St Anthony Ltd would like to send you information that we believe may be of interest or benefit to you. This can include newsletters and special offers. Customers or individuals who subscribe to either of these have requested to receive our newsletters by email and the information is not used for anything other than this purpose. Customers have the option to unsubscribe from this service at any time. Please note that such information or offers will come directly from and relate solely to Sailaway St Anthony Ltd and never from a third party. Where this data is processed for email distribution, customer's email address may be uploaded to a bona fide third-party email distribution service (currently Mail Chimp) and customer's data is held and processed by them solely for email delivery purposes.

### **What are your data protection rights?**

Sailaway St Anthony Ltd would like to make sure you are fully aware of your data protection rights. Every customer is entitled to the following:

- **The right to access** – You have the right to request Sailaway St Anthony Ltd for copies of your personal data.
- **The right to rectification** – You have the right to request that Sailaway St Anthony Ltd correct any information you believe to be inaccurate. You also have the right to request Sailaway St Anthony Ltd to complete information you believe is incomplete.
- **The right to erasure** – You have the right to request that Sailaway St Anthony Ltd erase your personal data, under certain conditions.
- **The right to restrict processing** – You have the right to request that Sailaway St Anthony Ltd restrict the processing of your personal data, under certain conditions.
- **The right to object to processing** – You have the right to object to Sailaway St Anthony Ltd's processing of your data, under certain conditions.
- **The right to data portability** – You have the right to request that Sailaway St Anthony Ltd transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

Sailaway St Anthony Ltd recognise that customers have rights to their personal data and take the protection of these rights seriously. As a result, we only ever use customer data for the purposes outlined in this privacy notice. Should you wish to discuss any aspect of Sailaway St Anthony Ltd's Privacy Policy, our use of your data or if you have a question, objection or complaint about anything relating to the use of your data, please contact the Boathouse Office on 01326 231357 or email [info@stanthony.co.uk](mailto:info@stanthony.co.uk).

Please note that the information in this notice may be amended from time to time to ensure complete compliance with the relevant regulations or to provide additional information as to how we store and process our customer's personal data.

Last updated: 16<sup>th</sup> February 2021