



PRIVACY POLICY

This privacy policy sets out how the **Cattewater Harbour Commissioners** the Statutory and Competent Harbour Authority for the Port of Plymouth (“**we**”, “**us**”, “**our**”) collects, uses and protects personal data about you.

When we collect and use your personal data we will usually be subject to the UK General Data Protection Regulation (UK GDPR), however in certain limited circumstances, where we may be processing your personal data for criminal law enforcement purposes, we will instead be subject to the rules for law enforcement processing set out in the Data Protection Act 2018.

Please see the “How to contact us” section at the end of this privacy policy if you have any questions about this privacy policy or the data we hold about you.

Our collection and use of your personal data

How will we collect your personal data?

We will typically collect your personal data from you directly, for example:

- If you visit our website.
- If you complete an online contact form.
- If you otherwise request details of our leisure moorings.
- When you sign up as a customer for any of our commercial services, for example mooring, pilotage, diving permits or licences
- If you respond to tender opportunities.
- If you visit our premises.

We may also collect your personal data indirectly from a third party, for example: where a vessel is under shared ownership and your co-owner provides your personal data to us when purchasing a product or service; or where we request information for enforcement purposes such as from the Police or DVLA.

What information do we collect?

The personal data we collect will vary based on the purposes for which we engage with you. We may collect and use the following information about you:

- **Identity Data** - your title, name, address and date of birth.
- **Contact Data** - email address and telephone numbers.
- **Vessel Data** - particulars of any vessel using our moorings and evidence of boat insurance from which we will be able to identify you.
- **Transaction Data** – details of payments or purchases made with us.
- **Financial Data** - bank account and payment card details.
- **Technical Data** - we may gather information when you visit our website, such as internet protocol (IP) address, other device information, which pages you visit or how long you spend reading a particular page.



- **CCTV footage** – we collect CCTV footage throughout our premises, operated slipways and supervised areas of the harbour, please see the “CCTV” section below for more information.

We may also collect **Criminal Offence Data** about you where it relates to our statutory enforcement duties. We therefore only process Criminal Offence Data in an official capacity.

We do not collect any special categories of personal data about you (this includes for example details about your race or ethnicity, religious or philosophical beliefs, political opinions or information about your health).

You may refuse to provide us with some or all of your personal data, however this might restrict how we interact with you.

How do we use your information?

We will only use your personal data if we are permitted to do so, for example if we have a lawful basis under the UK GDPR or we are processing it for law enforcement purposes:

- **Public task.** Where our use of your personal data is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us.
- **Contract.** Where you agree to enter into a contract or purchase a product or service from us such as: an annual or temporary mooring licence; a visitor mooring; licences or leases of buildings or property, and miscellaneous services.
- **Legitimate interests.** If we are processing personal data for any purpose other than the performance of our tasks as a public authority and our use of your personal data is necessary for our legitimate interests or the legitimate interests of a third party (unless there is a good reason to protect your personal data which overrides our legitimate interests).
- **Legal obligation.** Where our use of your personal data is necessary for us to comply with the law (not including contractual obligations).
- **Law enforcement processing.** Authorised activity in our capacity as Statutory Harbour Authority for the Cattewater Harbour relating to the investigation and recording of incidents or accidents, and prosecution of criminal offences committed under harbour legislation.

The table below explains what we use your personal data for and why:

Purpose/Activity	Type of data	Lawful basis
Operation of the port and our facilities, including	(a) Identity	(a) Public Task
(a) authorised activity in our capacity as Statutory Harbour Authority for Cattewater Harbour	(b) Contact	(b) Law Enforcement Processing
(b) organising the voluntary jet ski registration scheme on behalf of the Navy and other statutory authorities operating within the Plymouth Port	(c) Vessel	
	(d) Transaction	
	(e) CCTV	



	(f) Criminal Offence	
Investigating incidents within the harbour, including contacting you in relation to any incidents or accident in the harbour that you were directly involved in or have witnessed.	(a) Identity (b) Contact (c) Vessel (d) CCTV (e) Criminal Offence	(a) Public Task (b) Law Enforcement Processing
Sending communications including emailing Local Notices or weather warnings to Mariners, which may affect you or your vessel's safety.	(a) Identity (b) Contact (c) Vessel	(a) Public Task
To register you as a new customer	(a) Identity (b) Contact (c) Vessel	(a) Performance of a contract with you (b) Public Task
To provide products or services to you for example mooring licences or visitor mooring, including: (a) to manage payments, fees and charges (b) to collect and recover money owed to us	(a) Identity (b) Contact (c) Vessel (d) Financial (e) Transaction	(a) Performance of a contract with you (b) Public Task
To manage our relationship with you which will include: (a) Notifying you about changes to our products or services, terms or privacy policy (b) Responding to customer enquiries or complaints	(a) Identity (b) Contact (d) Vessel (e) Profile	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation
To administer and protect our organisation and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our organisation, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)



		(b) Necessary to comply with a legal obligation
To use data analytics to improve our website, customer relationships and experiences	(a) Technical	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant and to develop our organisation)
To keep a record of customers and vessels within the harbour from time to time.	(a) Identity (b) Contact (c) Vessel (d) Transaction	(a) Public Task (b) Legal obligation

Who might we share your information with?

We routinely share personal data with:

- Third parties we use to help provide our products and services to you, e.g. payment service providers.
- Other third parties we use to help us run our business, e.g. our IT infrastructure provider, Acronyms and our CCTV management software provider Blue Iris.

We only allow our service providers to handle your personal data if we are satisfied they take appropriate measures to protect your personal data. We also impose contractual obligations on service providers to ensure they can only use your personal data to provide services to us and to you.

We may also disclose your personal data to law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations and duties, or to assist them, or enable them to assist us, in investigating potential breaches of the law. Such third parties include the Police, the DVLA, other statutory harbour authorities and the local authority.

Transferring your personal data outside of the UK

To provide our function and services, it is sometimes necessary for us to share your personal data outside the UK for example with our service providers which are also themselves located within the UK but that transfer personal data outside of the UK i.e. Acronyms our IT infrastructure provider, is hosted within the US.

Transfers of personal data outside of the UK are subject to special rules under UK data protection law. This is because non-UK countries do not have the same data protection laws as the UK. We will, however, ensure the transfer complies with UK data protection law and all personal data will be secure.

When personal data is transferred outside of the UK we will ensure that the transfer complies with data protection law by following one of the below steps:



- Confirming that the recipient is located in a country which has been recognised as having an adequate level of protection for personal data, for example countries located within the EEA.
- Putting in place safeguards (such as approved standard contractual clauses) so that you have enforceable rights and effective legal remedies.
- Confirming that a specific exception applies under data protection law.

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the UK.

CCTV

We collect CCTV footage throughout our premises, operated slipways and supervised areas of the harbour for:

- Deterring crime.
- Pursuing civil recovery where an individual has used our services without payment.
- Assisting in the prevention and detection of crime and/or serious breaches of policies and procedures.
- Assisting with the identification, apprehension and prosecution of offenders.
- Monitoring security and health and safety at our premises.

Reasonably accessible cameras are supported with CCTV notices so that the cameras are brought to your attention. Our CCTV cameras do not record sound.

We restrict access to CCTV footage to only personnel that require access to this as part of their job role and implement robust security measures to prevent unauthorised access or disclosure of footage.

Footage is only shared with third parties:

- Where necessary in relation to incidents, accidents and investigations, including police and other law enforcement agencies and legal representatives.
- Where necessary for us to pursue civil recovery where an individual has used our services without payment.
- Where a data subject is requesting to exercise a legal right under data protection legislation and we conclude that disclosure is appropriate (see “Your rights” below).

Additionally, CCTV images will be overwritten on a recycling basis once the storage is full, and unless authorised by the Harbour Master (for example in relation to an ongoing investigation) footage will not be held for more than 7-14 days. Cameras are triggered by movement and so the retention period will vary between 7 and 14 days, depending on the amount of movement and therefore amount of footage recorded by the particular camera.

You can request further details about our use of CCTV by contacting us (see “How to contact us” below).

Cookies and other tracking technologies



Cookies on our website allow us to recognise and count the number of visitors and see how visitors navigate around our website. This helps us to improve the way our website works, for example by making sure users are finding what they need easily.

These also collect some basic information about the device including the operating system/web browsers. We use this to ensure that website is suitable for all devices that view it for example to ensure the site is mobile friendly to tablet/smartphone users etc.

For further information about cookies, our use of cookies and how to disable them, please see our cookie policy here: <https://plymouthport.org.uk/cookie-policy/>.

Marketing

We do not send any marketing communications and will only contact you with service communications, for example renewal notifications and emails containing Local Notices or weather warnings, which may affect you or your vessel's safety.

Your rights

You have the following rights related to your personal data:

Access	The right to be provided with a copy of your personal data (the right of access)
Rectification	The right to require us to correct any mistakes in your personal data
To be forgotten	The right to require us to delete your personal data—in certain situations
Restriction of processing	The right to require us to restrict processing of your personal data—in certain circumstances, e.g. if you contest the accuracy of the data
Data portability	The right to receive the personal data you provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party—in certain situations
To object	The right to object: —at any time to your personal data being processed for direct marketing (including profiling); —in certain other situations to our continued processing of your personal data, e.g. processing carried out for the purpose of our legitimate interests.
Not to be subject to automated individual decision making	The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you

For further information about your rights please contact us or see the guidance provided by the UK Information Commissioner's Office (ICO) on individuals' rights.



If you would like to exercise any of your rights, please:

- Email, call or write to us — see the 'How to contact us' section at the end of this policy.
- Let us have enough information to identify you e.g. your full name, address and customer or matter reference number.
- Let us have proof of your identity.
- Let us know which right you want to exercise and the data to which your request relates.

How long will we keep your personal data for?

We will not retain your personal data for longer than necessary for the purposes set out in this policy. Different retention periods apply for different types of personal data. When it is no longer necessary to retain your personal data, we will delete or anonymise it.

As an indication, if you purchase products or services from us, such as mooring licences, we will keep your personal data while we are providing such licences. Thereafter, we will keep your personal data for as long as is necessary:

- To respond to any questions, complaints or claims made by you or on your behalf.
- To show that we treated you fairly.
- To keep records required by law.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

You can request further details of retention periods for different aspects of your personal data by contacting us (see “How to contact us” below).

How do we keep your personal data secure?

We have appropriate security measures to prevent personal data from being accidentally lost, or used or accessed unlawfully. We limit access to your personal data to those who have a genuine business need to access it. Those processing your data will do so only in an authorised manner and are subject to a duty of confidentiality. Our policies and processes ensure your information is only available to our personnel who need to see it to do their job.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How we will make changes to this privacy policy

The privacy policy will be updated from time to time to reflect changes in law and regulations as well as changes to our processing activities. If any changes are made to the way we treat your information, then we will make this clear on our website www.plymouthport.org.uk.

Complaints and how to contact us

Any questions, queries or comments with regards to this policy or how we handle your personal data are welcomed. If you have any queries or comments or wish to exercise any

CATTEWATER HARBOUR COMMISSIONERS

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Tel: 01752 665934
Email: info@plymouthport.org.uk

PORT OF PLYMOUTH



www.plymouthport.org.uk

PLYMOUTH PILOTAGE SERVICE

2 The Barbican · Plymouth · Devon · PL1 2LR
Tel: 01752 662708
Email: pilot@plymouthport.org.uk

of your legal rights under applicable data protection legislation, you can do so by email to info@plymouthport.org.uk or by letter to: **Cattewater Harbour Commissioners, 2 The Barbican, Plymouth. PL1 2LR.**

If you have any concerns about our processing of your personal data, we hope that we will be able to resolve these.

However, you also have the right to lodge a complaint with the Information Commissioner. The Information Commissioner may be contacted at <https://ico.org.uk/make-a-complaint> or telephone: 0303 123 1113

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