

PRIVACY POLICY



Customers

The privacy and security of your personal information is extremely important to us. There are times when we need to collect information so we can provide the services that you request.

What sort of personal information we collect

Your personal details, including your title, name, address, email address, telephone numbers (including mobile), payment information, particulars of your vessel, vehicle registration number. Also, IP addresses, geographic and browser information when you visit our website or sign on to our free wi-fi.

Your images may be recorded on CCTV when you visit the Harbour Office, one of our car parks, or other locations within our Harbour Estate and marine limits.

How we use your personal information

- To provide our products and services, administer your account with PHC and deliver the information you request;
- Carry out regulatory and licensing activities;
- To contact you by letter, email or otherwise and provide information in the form of a Notice to Mariners, safety or other general harbour communications;
- To contact you by letter or email with marketing information about Padstow Harbour. We will only contact you in this way if you have previously indicated your consent;
- For any authorised activity in our capacity as Competent Harbour Authority for the Camel Estuary such as the investigation and recording of incidents or accidents and prosecution of offences committed under harbour legislation.

How long do we keep your personal information

We will only retain your personal data for as long as we need to keep it and in line with our internal Data Retention Policy. We will always dispose of your data carefully when it is no longer necessary for us to retain it. We will only keep your personal information after this period if there is a legitimate business reason to do so.

What are your rights

You have a number of rights relating to your personal information e.g. to see what we hold, to ask us to update incorrect or incomplete details, to object to or restrict processing of it, or to make a complaint. Under the GDPR rulings, we would inform our customers with 72 hours if any breach of security occurs that might compromise your data.

Opting Out

If you no longer wish to receive communications from the Padstow Harbour Commissioners, you can opt out of receiving them.

Click 'unsubscribe' from any emails that you receive from us or email padstowharbour@btconnect.com stating your full name and contact details; or write to us at The Padstow Harbour Commissioners, Harbour Office, Padstow, Cornwall, PL28 8AQ stating your full name and contact details.