



TEIGNMOUTH MARITIME SERVICES LTD

GDPR POLICY (EXTERNAL PRIVACY POLICY)

Owner (role)	Richard Taffs		
Responsible for delivery across	Teignmouth Maritime Services Ltd		
Reference & Version Number	V.0.5	Date:	13/09/2022

Layer 1 – Privacy note – Data Collection on Website

Website text

Here at Teignmouth Maritime Services Ltd we take your privacy seriously and will only use your personal information to administer your account and provide you with products and services you have requested from us.

For a full explanation of how we keep your data safe please click [Here](#) for our privacy notice.

Layer 2

Privacy Notice

At Teignmouth Maritime Services Ltd we're committed to protecting and respecting your privacy and are transparent in everything we do.

This privacy notice explains when and why we collect personal information about people who visit our website or request information, purchase, enquire about a product from Teignmouth Maritime Services Ltd. It explains how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this policy from time to time so please check this page to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this policy.

Any questions regarding this privacy notice and our privacy practices should be sent by email to: info@tmsmaritime.co.uk

1. WHO WE ARE AND IMPORTANT INFORMATION

Teignmouth Maritime Services Ltd is the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are: Teignmouth Maritime Services Ltd Unit 20 Dawlish Business Park, Dawlish Devon EX7 0NH 01626 866066.

For all data matters contact Emma Dutton our Data Guardian;

emma.dutton@tmsmaritime.co.uk or 01626 866066

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TEIGNMOUTH MARITIME SERVICES LTD

Teignmouth Maritime Services Ltd is made up of different legal entities with Teignmouth Maritime Services (Plant) Ltd. This privacy notice is issued on behalf of the Group so when we mention Teignmouth Maritime Services Ltd "we", "us" or "our" in this privacy notice, we are referring to the relevant company in the Group responsible for processing your data. We will let you know which entity will be the controller for your data when you purchase a service with us. For all data matters contact our Data Guardian Emma Dutton on emma.dutton@tmsmaritime.co.uk or 01626 866066.

Teignmouth Maritime Services Ltd is the controller and responsible for this website.

Third-party links outside of our control

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements.

When you leave our website, we encourage you to read the privacy notice of every website you visit.

2. THE PERSONAL DATA WE COLLECT ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified. You can find out more about personal data from the [Information Commissioners Office](#).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows;

- **Identity Data** includes [first name/last name/ username/marital status/ title/date of birth/gender].
- **Contact Data** includes [billing address/delivery address/email address/ telephone numbers].
- **Financial Data** includes [bank account/payment card details].
- **Transaction Data** includes [details about payments to and from you/other details of products and services you have purchased from us].
- **Technical Data includes** [ip address/your login data/browser type and version/ location/operating system and platform/other technology on the devices you use to access this website].
- **Profile Data includes** [your username and password/purchases or orders made by you/your interests/preferences/feedback].
- **Usage Data includes** [information about how you use our website, products and services].
- **Marketing and Communications Data** includes [your preferences in receiving marketing from us and our third parties/your communication preferences].

We also collect, use and share **aggregated data** such as statistical or demographic data for any purpose. Aggregated data may be derived from your personal data but is not considered personal data in law as this data does **not** directly or indirectly reveal your identity. For example, we may aggregate your usage data to calculate the percentage of users accessing a specific website feature.

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However, if we combine or connect aggregated data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

If you fail to provide personal data

Where we need to collect your personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

3. HOW WE COLLECT YOUR PERSONAL DATA

We use different methods to collect data from and about you including:

- **Directly.** You may give us your identity, contact and financial data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - Request a quotation for services
 - Purchase a service
 - Request marketing to be sent to you
 - Sign up to receive a newsletter
 - Give us your details at a tradeshow
 - Become a supplier of TMS Ltd
- Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register based inside the EU.

4. HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when we have a lawful basis to do so. Most commonly, we will use your personal data in the following circumstances.

- **Performance of Contract** this means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.
- **Legitimate Interest** this means the interest of our business in conducting and managing our business to enable us to give you the best service and the most secure experience. We make

sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by email to info@tmsmaritime.co.uk

- **Comply with a legal or regulatory obligation** this means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting our Data Guardian Emma Dutton on emma.dutton@tmsmaritime.co.uk or 01626 866066.

PURPOSES FOR WHICH WE WILL USE YOUR PERSONAL DATA

We have set out below, in a table format, a description of all the ways we plan to use your personal data, with the legal bases we rely on to do so.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact Emma Dutton if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Lawful basis for processing including basis of legitimate interest
To register you as a new customer or supplier	Performance of a contract with you
To send you a quotation for goods or services	Performance of a contract with you
To process and deliver the services you have purchased including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or take a survey	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
To administer and protect our business and this website (including troubleshooting, data analysis,	(a) Necessary for our legitimate interests (for running our business, provision of



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testing, system maintenance, support, reporting and hosting of data)	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 deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about goods or services that may be of interest to you including telling you about trade shows we may be attending.	Necessary for our legitimate interests (to develop our products/services and grow our business)

Opting out

You can ask us or third parties to stop sending you marketing messages at any time by emailing us at info@tmsmaritime.co.uk or by following the opt-out links on any marketing message sent to you

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a service purchase or service experience or other transactions

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please click [Here](#).

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact our Data Guardian Emma Dutton on emma.duton@tmsmaritime.co.uk or 01626 866066.

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If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

5. WHO WE SHARE YOUR PERSONAL DATA WITH

We may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 4 above.

- Internal Third Parties
- External Third Parties Service Providers;
 - Providers ITES IT Support, Sage Accounts and Microsoft based in the UK and US who provide IT and system administration services.
 - Professional advisers including Lawyers, Bankers, Auditors and Insurers based in the UK who provide Consultancy, Banking, Legal, Insurance and Accounting Services.
 - HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers based in the UK who require reporting of processing activities in certain circumstances.
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

7. DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

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

8. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

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.

Details of retention periods for different aspects of your personal data are available in our retention policy which you can request from us by contacting our Data Guardian Emma Dutton on emma.dutton@tmsmaritime.co.uk or 01626 866066.

In some circumstances you can ask us to delete your data: see **Your legal rights** below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

9. YOUR LEGAL RIGHTS

Unless subject to an exemption under the data protection laws, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent was the lawful basis for processing your data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), where applicable i.e. Where our processing is based on consent or is necessary for the performance of our contract with you or where we process your data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to our processing of personal data, where applicable i.e. Where processing is based on our legitimate interests (or in performance of a task in the public interest/exercise of official authority); direct marketing or processing for the purposes of scientific/historical research and statistics).

If you wish to exercise any of the rights set out above, please contact our Data Guardian Emma Dutton on emma.dutton@tmsmaritime.co.uk or 01626 866066.



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No fee required – with some exceptions

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable admin fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

10. CHANGES TO THIS NOTICE AND YOUR DUTY TO INFORM US OF CHANGES

This version was last updated on 13/09/2022 and we keep this policy under regular review.

From 25 May 2018 there were changes in data protection laws and we will then be able to respond to some of your requests.

Please keep us informed if your personal data changes during your relationship with us. It is important that the personal data we hold about you is accurate and current.

11. QUERIES, REQUESTS OR CONCERNS

To exercise all relevant rights, queries or complaints in relation to this policy or any other data protection matter between you and us, please in the first instance contact our Data Guardian Emma Dutton on emma.dutton@tmsmaritime.co.uk or 01626 866066.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England, UK.

Name: Peter Stenner

Name: Richard Taffs

Position: Managing Director

Position: QHSE Director

Signed:

Signed:

Date: October 2022

Date: October 2022

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Review and Approval

Reviewees		
Richard Taffs	For review	13/09/2022
Roger Full	For review	24/05/2021
Emma Dutton	For review	13/09/2022

Next Review Date
<p>All policies should be reviewed at least annually or when significant change occurs to the policy subject matter.</p> <p>The next Board Review date for this policy is 01/10/2023</p>

Version Control/History

Version No.	Author	Effective Date	Status/Comments (should include version status, i.e. Draft or approved version)
0.1	Karen Hook	23/05/2018	For initial review
0.2	Richard Taffs	07/01/2019	Annual Review
0.3	Richard Taffs	30/01/2020	Annual Review
0.4	Richard Taffs	24/05/2021	Annual Review
0.5	Richard Taffs	13/09/2022	Annual Review

Glossary (should include explanations of all abbreviations and key technical terms used)

Abbreviation/Technical Term	Long Form/Explanation
GDPR	General Data Protection Regulation
PECR	Privacy and Electronic Communications Regulation