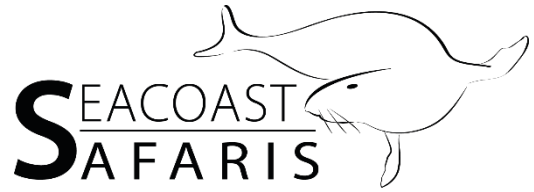


# Privacy & Cookies Policy



We are Beaumaris Marine Services Ltd. Trading as Seacoast Safaris and Seacoast Training

## Web Site Privacy & Cookies Policy

Your privacy is very important to us; under the Data Protection Act and the General Data Protection Regulations (GDPR), we have certain legal obligations related to the information we collect and process. Further details on GDPR can be found at the website for the Information Commissioner (<https://ico.org.uk/>). For the purposes of GDPR, we will be the “controller” of all personal data we hold about you.

### 1. When do we collect personal information about you?

Our web site does not capture or store any personal information about individuals who access it except where you voluntarily choose to give us your details, for example:

- When you complete an online enquiry form on our web site
- When you contact us by email using an email link on our web site

This information is not stored on our web site.

#### Making a Booking online

Online bookings are made through **Bookeo**, you can see their privacy policy by visiting <https://www.bookeo.com/privacy/>

Payments made online will be through the payment gateway **Stripe** you can read their privacy policy by visiting <https://stripe.com/gb/privacy>

#### Offline enquiries & customers

In addition, we will collect personal information from you if you contact us to enquire about our services by telephone, SMS or letter; and if you order goods or services from us as part of an (offline) ordering process. Bookings made offline will still be entered into Bookeo.

### 2. What personal information do we collect from you?

If you contact us via our web site we will collect your name and contact details including address, email address and contact telephone number(s) plus any additional information according to the specific enquiry form you have completed and clearly indicated on the enquiry form. If you make a booking online your name, contact details including phone number and email will be collected and stored on Bookeo, your payment details will be collected by Stripe.

#### Offline enquiries & customers

If you become a customer then we will be required to collect additional information from you, to include name, full contact details (address(es), telephone number(s), email address) and payment information.

## Training courses

Customers booking onto an RYA course and instructors working in the training centre with us will be required to give us additional information

Type of Information	Reason	Legal Reasoning
Emergency contact details	Contacting next of kin in the event of emergency	Protecting the students vital interests and those of their dependants
Instructors name, address, email addresses, phone numbers and relevant qualifications	Managing instruction at the RYA Training School	For the purposes of legitimate interests in ensuring that we can contact those offering instructions and provide details of instructors to students.
Student Name, Address, Date of Birth, Email and Telephone Number	To ensure that the centre certification log is accurate.	To ensure the identity of the student in case of a loss of certification
Medical Information	To ensure the centre staff are aware of any medical issues during your course.	Safety to the students that are attending courses with medical needs.

### 3. What we do with your personal information?

Your personal information volunteered when making an online enquiry will be used solely for the purposes of replying to your enquiry.

#### Offline enquiries & customers

If you are a customer we will use your personal information to assist in the supply of the requested goods or services, for billing and accounting purposes, to administer our services and for internal operations, and to notify you about changes to our services or terms.

In addition you agree that we may share your personal information as follows:

- With our suppliers and sub-contractors (including payment processors) where required to do so for the execution of any contract we enter into with them in order to provide the requested goods or services.
- In the event of a transfer of business (sale or acquisition) in which case personal information would be required to be disclosed to ensure continuity of service.
- Where we are under a duty to disclose or share your personal information in order to comply with the law, or to enforce our terms of use or terms and conditions of supply of goods or services; or to protect the rights, property or safety of ourselves, our customers or of others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit checking.

If you complete an RYA training course we may also pass your personal data to the RYA for the purposes of carrying out surveys when it is in the legitimate interests of the school and the RYA to do so. The RYA may use third parties to carry out the surveys but disclose only the personal data that is necessary for the third party to do so and will have a contract in place that requires the third party to keep your information secure and not to use it for their own purposes.

## **RYA Online Courses**

To enable access to your online course we need to share some of your personal data with the RYA via your user profile in [www.ryainteractive.org](http://www.ryainteractive.org). This learning management website is hosted and maintained by a third party called Learning Pool, who will not use your personal information for any reason other than enabling your course.

Your name and email address will be entered on [www.ryainteractive.org](http://www.ryainteractive.org) in order to create your user account. On your first access to the site, you will be asked to enter your address and date of birth. You will have access to the site for one year in order to complete your online course. During this period, your personal information will be held on the website by Learning Pool and be available to this training centre and the RYA for the purpose of managing your course.

Instructional support will be provided by this training centre for a period of 2 weeks from the date of your course booking.

On completion of your course, your name, email, date of birth and address will be transferred to the RYA's central database for the purpose of recording details of the course and any certification you gain as a result of it. This information allows the RYA to record your certification, to update any records they may already hold about you or your qualifications and to verify your certificate if required.

After one year from the date of your enrolment on a course, your user account will be removed from [www.ryainteractive.org](http://www.ryainteractive.org).

### **4. Use of personal information for marketing**

We will never sell your personal information.

We will not email you with marketing emails in the future unless you have explicitly given your consent to receive marketing emails.

Personal information will never be disclosed to third parties for any marketing purpose unless this is clearly indicated on the web page and / or relevant enquiry form at the point of collecting information from you, and you have given your explicit consent.

Where we run marketing activities using a combination of email, post, telephone and SMS you will be given the opportunity to indicate which (if any) you are consenting to receive.

If you have given consent for marketing communications you may revoke this at any time; either by contacting us to request removal or in the case of email communications by unsubscribing using the provided link.

### **5. Your rights**

We are obliged, and are committed to, ensuring that we only store essential information and that any information stored is accurate and up to date. Furthermore, you have certain rights pertaining to your personal information:

- You have the right to request us to not process your personal information for marketing purposes, and to revoke that permission (where granted) at any time.
- You have the right to request access to the personal information we hold for you.
- You have the right to request any errors be corrected.
- You have the right to be request we erase any personal information we hold for you.
- You have the right to copy or transfer any personal information we hold about you to another provider.
- You have the right not to be subject to automated decision-making including profiling

There is no charge for this service.

Please note, certain restrictions apply, for example we are obliged to retain sufficient records for accounting purposes for a period of seven years.

Please address any requests relating to personal information to our Data Controller:

Data Controller Beaumaris Marine Services Ltd.  
Seacoast Safaris, Unit11 Gallows Point, Beaumaris LL58 8YL  
[admin@seacoastsafaris.co.uk](mailto:admin@seacoastsafaris.co.uk)  
07854 028393

## 6. Data retention

We will not store your personal information for any longer than is necessary.

We are required by HMRC to retain sufficient information for accounting purposes for a period of seven years.

If you complete an RYA training course we will hold your course booking forms and medical information for up to 12 months on our systems. Your name, Address, DOB, Telephone number will be held on record for up to 5 years for some certificates to ensure the replacement in case of loss.

Information pertaining to leads and enquiries, not leading to any contract for supply of goods or services, will be deleted after a period of one year.

We reserve the right to amend this Privacy Policy from time to time without prior notice. You are advised to check this page regularly for any amendments.

This Privacy Policy was last updated on 01 May 2018.

## Cookie Policy

Our web site makes limited use of cookies. Cookies are small text files placed on your computer, tablet or phone when you visit a web site. Types of cookie include:

**Session cookies** - remain on your computer, tablet or phone during a single browsing session, for example to remember items in a shopping basket. They do not remain on your computer, tablet or phone once you have closed your browsing session.

**Persistent cookies** - remain on your computer, tablet or phone between browsing sessions, for example to authenticate you, or remember your preferences between visits.

**First-party & third-party cookies** - first-party cookies are set by the web site being visited, third-party cookies are issued by a different web site to that being visited.

The cookies used on our web site comply with the EU Privacy Directive, adopted by the UK in its updated Privacy and Electronic Communications Regulations on 16 May 2016.

### **How we use cookies**

Our web site uses the following two types of cookie:

**Session ID cookie** – this cookie allows the web server hosting our web site to respond to your actions on the web site for example, delivering pages as you browse. This cookie is automatically removed from your computer, tablet or phone when you close your browsing session.

**Google Analytics cookies** – these cookies are set by Google Analytics for anonymous web site visitor statistics. Information captured by Google Analytics includes date and time of visit, pages looked at, length of time on those pages, IP address, computer and browser type and how you arrived at our web site (e.g. through a search engine or via another web site). This information is not used to identify any individual; it is only collected to provide us with an understanding of how people find and use our web site, and to help us improve our web site and our services.

You can view the Google Analytics privacy policy here:  
<https://support.google.com/analytics/answer/6004245?hl=en>

By using our web site you agree that we can place these types of cookies on your computer or device.

### **Blocking cookies**

You can read more about cookies, including how to see what cookies have been set and how to manage, delete and block cookies by visiting [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

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