

Tenants' Privacy Notice Seaham Harbour Marina CiC

1. Who we are and what we do

Seaham Harbour Marina CiC
Marina Office
Unit 10 The Waterside
Seaham
County Durham SR7 7EE

Seaham Harbour Marina is managed by a Community Interest Company (CiC) which is a not-for-profit organisation.

For the purposes of Data Protection, Seaham Harbour Marina CiC is the Data Controller for your information.

Seaham Harbour Marina CiC's principal objective is for a sustainable development that will serve the community and aims to provide, and continually improve, facilities for maritime activities.

2. What type of personal information do we collect and how do we collect it?

If you have contacted us, we will collect:

- your name
- your contact details (address, telephone number and/or email address).

We may collect this information:

- in writing
- email
- through conversation with you (i.e. telephone or in person) or
- via digital means such as the website.

If you choose to withdraw your consent for us to hold your data, it may not be possible for us to continue to provide the services.

3. What is our power to obtain and use the personal data?

When we collect and use your personal information we rely on one of the following:

- **Consent:** you have given consent.
- **Contract:** you have entered a contract with us by signing your tenancy agreement.

4. What is your personal information used for?

Seaham Harbour Marina CiC is responsible for the collection and secure storage of all data collected in connection with the services provided.

Your data will only be used where you provide personal information which is essential to accessing services.

As part of this process you will be agreeing to receive information about the service you have elected to use.

Seaham Harbour Marina CiC collects and processes information about you to:

- help to manage your account.
- review our service.
- manage the service.
- help you to access our services.
- help you to use our facilities safely.

- inform future service delivery.
- administer your contract with us.
- inform you of any changes to, or disruptions in, any services.
- keep in contact with you and help you to make the most of our service offer.

5. Will your personal information be shared?

In certain circumstances we do share your personal information.

When we share your information we do it with the following:

- External organisations where we have a statutory obligation to share such, as for the purposes of the prevention or detection of crime or for legal proceedings.

Seaham Harbour Marina CiC shares anonymised statistical data with others i.e. funding providers and national governing bodies who supply statistics.

6. How do we keep your personal information secure?

The security of your personal information is important to us. This is why we have a range of security policies and procedures to control and safeguard access to and use of your personal information. This includes the use of passwords and encryption where appropriate.

Further general details on our security arrangements can be provided on request by contacting the Marina Office. If you suspect there may have been a data breach, or wish to make a complaint, please contact us immediately at info@seahammarina.com

7. How long will we keep your personal information?

We will only keep any or all of your information for as long as it is necessary and proportionate to do so. **Further details as to our retention guidelines can be provided on request.**

8. Is your personal information processed outside the European Economic Community (EEC)?

We do not process your personal information outside the EEC.

9. Marketing (if applicable)

At no time will your information be passed to organisations external to us and our partners for marketing or sales purposes or for any commercial use without your prior express consent. Images may be taken of events and posted on our website, social media and shared with partners.

10. What are your Information Rights?

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right:

- to have any inaccuracies corrected.
- to have your personal data erased.
- to place a restriction on our processing of your data.
- to object to processing and
- to request your data to be ported (data portability).

To exercise any of these rights please contact the relevant service in the first instance.

You also have the right to request a copy of the personal information Seaham Harbour Marina CiC holds about you. To do this you can contact info@seahammarina.com

To learn more about these rights please see the ICO website.

If something goes wrong with your personal information, or you have questions about how we use it, please contact the Data Protection Officer at seahammarina@sky.com.

If we have not been able to deal with your complaint, you can also contact the [Information Commissioner's Office](#):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745 Fax: 01625 524 510