

# General

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## Privacy Notice

Ownashare Cruising Limited is a company registered in England and Wales (hereinafter referred to as "We", "Our" or "Us").

### Overview

Maintaining the security of your data is of paramount importance to us and we are committed to respecting your privacy rights.

This notice, which including without limitation applies when using the website [www.ownasharecruising.co.uk](http://www.ownasharecruising.co.uk), provides you with information about:

- How we use your data
- What personal data we collect
- Who we share your data with
- How we ensure your privacy is maintained; and
- Your rights relating to your personal data

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the General Data Protection Regulation (EU Regulation 2016/679, when applicable, the "GDPR"), and the EU Data Protection Directive (Directive 95/46/EC), the data controller is Ownashare Cruising Ltd. Kings Lock Boatyard, Booths Lane, Middlewich, Cheshire CW10 0JJ

## Information we may collect from you and other sources

Although the precise details of the personal information collected will vary according to the specific purpose for which we are collecting the information, we may collect and process the following data about you:

- Information that you provide by filling in forms on our social media pages or on our website. This includes information provided at the time of registering to use our website, subscribing to our service, posting material or requesting further services. We may also ask you for information when you report a problem with our website.
- If you contact us by phone, email or otherwise and is provided voluntarily, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

Details of your visits to our website including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes

## Uses made of the information

We use information held about you in the following ways:

- To ensure that content from our website is presented in the most effective manner for you and for your computer.
- To provide you with information, services that you request from us.
- To carry out our obligations arising from any contracts entered into between you and us. We may notify our suppliers of your details for any warranty purposes.
- To allow you to participate in interactive features of our service, when you choose to do so.
- If you are an existing customer, we will only contact you by electronic means with information about services that we offer.
- If you are a new customer, we will contact you by electronic means if you have consented to this.
- We may use your personal information to contact you if there are any urgent safety or to communicate to you where we otherwise reasonably believe that the processing of your personal information will prevent or reduce any personal harm to you. It is in your vital interests for us to use your personal information in this way.

## Disclosure of your information

In order to make certain services available to you, we may need to share your personal data with third parties.

- We may disclose your personal information to:
  - any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006;
- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Ownashare Cruising Limited substantially sell all of its assets or are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or terms and conditions of supply and other agreements; or to protect the rights, property, or safety of Ownashare Cruising Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## How do we protect your data

We are committed to keeping your personal data safe and secure and employ a number of security measures such as:

- All information you provide to us is stored on our secure servers. For registered users, where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

We use reasonable, organisational, technical and administrative measures to protect personal information under our control. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## Legal basis for processing your personal data

### **Our legitimate interests**

The normal legal basis for processing customer data, is that it is necessary for our legitimate interests including:-

- services to our customers;
- protecting customers, employees and other individuals and maintaining their safety, health and welfare;
- complying with our legal and regulatory obligations;
- preventing, investigating and detecting crime, fraud or anti-social behaviour and prosecuting offenders, including working with law enforcement agencies;
- handling customer contacts, queries, complaints or disputes;
- managing insurance claims for customers;
- protecting us and our employees and customers, by taking appropriate legal action against third parties who have committed criminal acts or are in breach of legal obligations to us;
- effectively handling any legal claims or regulatory enforcement actions taken against us; and
- fulfilling our duties to our customers, colleagues, shareholders and other stakeholders.
- You have the right to withdraw your consent at any time.

## Your rights

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right not to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that we refuse your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined below in the "Contact" section.

All of the above requests will be forwarded on should there be a third party involved in the processing of your personal data.

You can also exercise the right at any time by contacting us at Ownashare Cruising Limited by any of the means outlined below.

Our website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## How long do we keep your data

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.

The email marketing unsubscribe function will remove your details from marketing lists and confirmation of your removal will be sent to your email address.

Data back-ups can take up to 60 days to remove specific data from the system.

We will take reasonable steps under Article 17 of the GDPR to meet data subject requests.

## Changes to our Privacy Notice

Any changes we may make to our privacy notice in the future will be posted on this page.