

Dartmouth Kingswear Floating Bridge Company Privacy Policy

The Privacy Policy set out below relates to the use of the Dartmouth Kingswear Floating Bridge Company (DKFB) Website (<http://www.dartmouthhigherferry.com/>) and the use in person of any of the facilities and services offered by DKFB (Sandquay, Dartmouth, TQ6 9PH. Company number 4261303)

We understand the importance of protecting your personal data and we are committed to collect only the data necessary to provide you with the services we offer. We promise to store this data in a secure way and never share or sell it with other 3rd parties, other than those assisting us with providing you our services.

By using our website or providing your information you consent to our collection and use of information you provide in the way(s) set out in our policy. If you do not agree to this policy please do not use our site or services.

What data do we collect and why

We collect data when you use our website, submit an enquiry form or sign up for a company Fleet Card. Some of this data is submitted by forms or online enquiries and some is collected automatically as part of our website protocols.

Website - Email Enquiry

If an enquiry is made regarding our services via the website or by email we will collect some or all of the following Personal information:

- Full Name
- Address
- Telephone number
- Mobile Number
- Email address

We will keep the data given for a period relevant to your enquiry. If the enquiry is straight forward and we have been able to answer your question we will delete your data after 1 Month. We will only keep your data longer if the enquiry is ongoing. Any data retained is kept on a secure server with limited access by key personnel only.

Fleet Card Application

If you apply for a company fleet card we will collect some or all of the following personal information:

- Full Name
- Address
- Telephone number
- Mobile Number
- Email address

In the event of your application being approved your data will be kept for a period of 7 years following your last transaction , as governed by the Companies act, either in a secure digital environment or in secure paper archives. After this time the information will be destroyed.

Website Visit

During a visit to our website the following information is automatically collected by google. This information is collected to help improve the website offering.

- Your IP address
- Your Browser Type
- Your operating System
- Your activity on our website

Cookies

The DKFB Website uses cookies to enable certain functions and services to run correctly. They are also used to provide analytic information. To see our full Cookie policy please use the link on the website.

Who do we share your information with

We only share your Personal data with third parties where necessary to provide you with your requested service. Where this is required we will ensure the 3 party providing the services is compliant under the GDPR regulations and managed your data according to our policy.

We may also need to share your data if required to do so by a law enforcement agency.

Accessing and amending your data

You have a right to access a copy of the Data which we hold about you. If you would like to do this, please email us at reservations@dartmarina.com with the subject matter "Data Request" in the email header or write to us at the address above. Upon payment of a ten pound (£10) admin fee, as per the terms of the Data Protection Act, we will provide the Data within thirty (30) days of receipt of your written request.

You may need to modify or update your Data if your circumstances change. Additional Data as to your marketing preferences may also be stored and you may change this at any time. You are able to make amendments, or withdraw your consent for use, by telling our reception staff when you check in or by contacting our Data Processor via email at reservations@dartmarina.com and the subject matter "Opt-out" in the email header.

If you withdraw your consent to any or all use of your personal Data, depending upon the nature of your request, we may not be able to provide or continue providing our products and services to you, or administer any contractual relationship already in place. You understand and agree that in such instances where we require your personal Data to fulfil a contractual obligation to you and you withdraw your consent to collect, use or disclose the relevant personal Data for those purposes, we cannot be held liable for breach of that agreement. Our legal rights and remedies in such event are expressly reserved.

Changes to this policy

If we make changes to this policy the details will be found on this page and can be reached by clicking on the link from the website.