

Privacy Policy

This document is to clarify what we do with your personal data, the legal basis that we use for processing, how long we keep data for and what your rights are as an individual.

About us

Marina, accommodation, water sports hire and school, shop, workshop and brokerage.

If anyone can be identified by the information that we collect this information is called “personal data”. Data protection law says that Derwent Water Marina must have a “reason or purpose” for collecting and using personal data.

The data we collect

	What	Reason or purpose	How	How long we keep data
Boats afloat and on shore - Contract	Personal contact details & Boat name / details Work carried out on boat	Client contact re boats stored and Jobs carried out at the clients request etc.	Digital database & Till database and physical form filled in by client	For duration the Client is with us or until any warranty expires up to a maximum of 7 years for Tax purposes
Hire – Contract	Contact details of lead person	Safety & effective management of booking	Online form filled in by client	Kept for 3 years from date of hire
Tuition (individual) - Contract	Contact details Health information Emergency contact information	Safety & effective management of booking	Physical form filled in by client & Online booking form	3 years from last booking
Tuition (group) - Contract	Contact details of lead person / Organisation Individual names and health information Emergency contact information	Safety & effective management of booking	Physical form filled in by client & Online booking form	3 years from last booking
Accommodation - Contract	Personal contact details/ details of previous bookings	Client contact re booking & Payment information	Online booking site	3 years from last booking
On board club - Contract	Personal contact details / parental contact details Emergency contact information	Safety / functioning of club	Physical form filled in by client	3 Years – from last attendance

	What	Reason or purpose	How	How long we keep data
Brokerage boat - enquiries - Consent	Personal contact details	To arrange boat purchases	Physical file	1 year
Brokerage boats – Contract & legal	Personal contact details Boat details	To sell boat & Tax purposes after Sale	Physical file, Digital copies of forms	Bill of Sale Indefinitely, Additional data - 7 years
Financial - Legal	Account details – No personal banking data or Credit card is stored.	Record of Payments made needed for Tax purposes	Till details and Invoices.	7 years
Shop – including new boats / boards/ engines - Consent	Physical file / warranty information	Contact re purchases, Warranty	Physical file, Till database, Manufacturers website	1 year or until the warranty expires
Website enquiries relating to storage - Consent	Contact details & boat details	So we can notify them when a space is available	Excel datasheet	Until a space is found or the Client no longer wishes a space
General email enquiries - Consent	Contact details	Answering the enquiry	On email folder	Deleted once dialogue concluded

How we use your data

Under GDPR, we must always have a lawful basis for using your personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data will be used for one of the following purposes:

Delivering our service

- The processing is necessary for the performance of a contract to which the data subject is party or for the taking of steps at the request of the data subject with a view to entering into a contract.
- The processing is necessary for compliance with any legal obligations

Keep internal records

- The processing is necessary for legal obligations

Send promotional emails about courses or other information

- We have a “legitimate interest” in using your information - this information is retained whilst working with clients and kept allowing us to communicate with clients should they wish to use our services again or we feel that a service may be of interest to them.
 - We may also use the contact details of those who have made enquiries for this purpose
- We will endeavour to keep your information as up to date as possible, ensuring that it is current, accurate and complete.

Where we process special category data (e.g. health / behavioral / educational) we do so to allow us to work with clients and staff in a safe and suitable manner.

Deleting your data

You have the right to withdraw your consent at any time by contacting us by email (info@derwentwatermarina.co.uk) or writing to us at the address below.

Who we share your information with:

	Data category	Shared with	Purpose
Tuition (individual)	Personal information	RYA / British canoeing	Only on certain certified courses e.g. Dinghy Instructor
Accommodation & Tuition	Personal information	Book a Let DWM website	Online booking service - GDPR compliant
Brokerage - boats	Personal Information & product information	Product information shared with potential buyers	Sale of boat
Brokerage boats - enquiries	Personal information	Not shared	
New Boats / Boards / Engines	Personal & product information	Manufacturer	Warranty

Your Rights

You have rights regarding any personal data we hold about you these are:

You may be required to prove your identity in regards to any query.

1. The right to be informed about the collection of data (this policy is freely available in the shop & on our website).
2. The right of access - You have the right to make a request to see all the data that Derwent Water Marina holds about you. You can make a request in person or in writing and we must respond within one month.
3. The right of rectification - If you believe that any of the information that we hold on, you is incorrect or incomplete please write or email us as soon as possible and we will amend our records as soon as possible.
4. The right of erasure - You can make this request in writing or in person. This only applies in certain circumstances.
5. The right to restrict processing - This right only applies in certain circumstances.
6. The right to object - You have the right to object to the processing of your personal data in certain circumstances. You can make this objection in person or by email. You have the absolute right to stop your data being used for direct marketing.
7. Derwent Water Marina does not use any of your data to make automated decisions or create profiles.

How to Complain

If you are unhappy about the way that we handle your personal data, please let us know in person or in writing.

We will explain how we have processed your personal information and if we have made a mistake, we will tell you how we will put this right.

If you are still dissatisfied, you may report your concern to the

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow
SK9 5AF
Tel 030123113

Contact us at

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