



SOUTH COAST  
PORT SERVICES

## POLICES & PROCEDURES

### Privacy Policy and Cookie Policy

#### 1. Policy Statement.

1.1 South Coast Port Services understands that your privacy is important to you and that you care about how your information is used and shared online. We respect and value the privacy of everyone who visits our website and will only collect and use information in ways that are useful to you and in a manner consistent with your rights and our obligations under the law.

1.2 This Policy applies to our use of any and all data collected by us in relation to your use of our Website. Please read this Privacy Policy carefully and ensure that you understand it.

1.3 Your acceptance of Our Privacy Policy is deemed to occur upon your first use of Our Website. If you do not accept and agree with this Privacy Policy, you must stop using Our Website immediately.

#### 2. Definitions and Interpretation.

2.1 In this Policy the following terms shall have the following meanings:

Account:	means an account required to access and/or use certain areas and features of Our Website;
Cookie:	Means a small text file placed on your computer or device by Our Website when you visit certain parts of Our Website and/or when you use certain features of Our Website. Details of the Cookies used by Our Website are set out in section 12, below;]
Our Website:	means this website, <a href="http://www.portskills.co.uk">www.portskills.co.uk</a>
UK and EU Cookie Law:	Means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended in 2004, 2011 and 2015; and 2018.
“We/Us/Our”:	means South Coast Port Services, a limited company registered in England under South Coast Port Services Ltd Company Registration number 03847838, whose registered address is Canute Chambers, Ocean Way, Ocean Village, Southampton, S014 3TU.

**PortSkills**

from SOUTH COAST PORT SERVICES

[www.portskills.co.uk](http://www.portskills.co.uk)

### **3. Information about us.**

3.1 Our website, [www.portskills.co.uk](http://www.portskills.co.uk) is owned and operated by South Coast Port Services Ltd, a limited company registered in England under South Coast Port Services Ltd Company Registration number 03847838, whose registered address is Canute Chambers, Ocean Way, Ocean Village, Southampton, S014 3TU. Our VAT number is 744990788.

### **4. Key Principles.**

4.1 This Privacy and Cookie Policy applies only to your use of our website. It does not extend to any websites that are linked to our website, whether we provide those links or whether they are shared by other users.

4.2 We have no control over how your data is collected, stored or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

### **5. What Data Do We Collect?**

5.1 Data will only be collected if you voluntarily submit it and consent to us using it for the purposes set out in section 6.2 an example of this would be to provide service information.

### **6. How Do We Use Your Data?**

6.1 All personal data is stored securely in accordance with the EU General Data Protection Regulation (Regulation (EU) 2016/679) (GDPR).

6.2 We use your data to provide the best possible information including:

- Business and service information. Including photographic images.
- Analysing your use of our website and gathering feedback to enable us to continually improve our website and your user experience.
- Displaying Testimonials by agreement.

6.3 In some cases, the collection of data may be a statutory or contractual requirement and we will be limited in the information can provide you without your consent for us to be able to use such data.

6.4 With your permission and/or where permitted by law, we may also use your data for promoting our company.

6.5 We may also contact you by email or text message with information. We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that We fully protect your rights and comply with Our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, as amended in 2004, 2011 and 2015.

6.6 Under GDPR we will ensure that your personal data is processed lawfully, fairly, and transparently, without adversely affecting your rights. We will only process your personal data if at least one of the following bases applies:

- You have given consent to the processing of your personal data for one or more specific purposes.
- Processing is necessary for the performance of a contract to which you are a party or in order to take steps at the request of you prior to entering into a contract.
- Processing is necessary for compliance with a legal obligation to which we are subject.
- Processing is necessary to protect the vital interests of you or of another natural person.
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.
- Processing is necessary for the purposes of the legitimate interests pursued by us or by a third party, except where such interests are overridden by the fundamental rights and freedoms of the data subject which require protection of personal data.

## **7. How and Where Do We Store Your Data?**

7.1 We only keep your data for as long as we need to in order to use it as described above and for as long as we have your permission to keep it. In any event, we will conduct an annual review to ascertain whether we need to keep your data. Your data will be deleted if we no longer need it in accordance with the terms of our Data Retention Policy.

7.2 We do not store or transfer data outside of the European Economic Area. ("The EEA") we will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the EEA and under the GDPR. Such steps may include, but not be limited to, the use of legally binding contractual terms between us and any third parties we engage and the use of the EU-approved Model Contractual Arrangements. If we intend at any time in the future to transfer any of your data outside the EEA, We will always obtain your consent beforehand.

7.3 Data security is of great importance to us, and to protect your data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure data collected through Our Website.

7.4 Steps we take to secure and protect your data include:

*Both SCPS websites are SSL protected - https provides end-to-end encryption of the data we serve to our visitors browsers and protects our websites (and data) from being hacked. The SSL configuration sits between our hosting server and visitor browsers to mitigate DDoS Attacks and protect applications, data and apps from data breach.*

7.5 Notwithstanding the security measures that we take, it is important to remember that the transmission of data via the internet may not be completely secure and that you are advised to take suitable precautions when transmitting to us data via the internet.

## **8. Do We Share Your Data?**

8.1 We do contract with third parties to supply services to you on our behalf. This includes payment processing and electronic payslips. In some cases, the third parties may require access to some or all of your data. Where any of your data is required for such a purpose, we will take all reasonable steps to ensure that your data will be handled safely, securely, and in accordance with your rights, our obligations, and the obligations of the third party under the law. We currently contract with:

RSM Intentional Ltd, London EC4N6JJ. Company Registration 4040598

8.2 We do contract with a third party to compile statistics about the use of our website including data on usage patterns, user numbers and other information. All such data is anonymised and will not include any personally identifying information. This service is currently provided by Google Analytics.

8.3 In certain circumstances we may be legally required to share certain data held by us, which may include your personal information, for example, where We are involved in legal proceedings, where We are complying with the requirements of legislation, a court order, or a governmental authority. We do not require any further consent from you in order to share your data in such circumstances and will comply as required with any legally binding request that is made of us.

## **9. How Can You Control Your Data?**

9.1 When you submit information via our website, you may be given options to restrict our use of your data. We aim to give you strong controls on our use of your data you may do so by unsubscribing.

9.2 You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service (“the TPS”), the Corporate Telephone Preference Service (“the CTPS”), and the Mailing Preference Service (“the MPS”). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

## **10. Your Right to Withhold / Withdraw Information After You Have Given it.**

10.1 You may access our website without providing any data at all.

10.2 You may restrict your internet browser’s use of Cookies. For More information, see section 12.

10.3 You may withdraw your consent for us to use your personal data as set out in section in 5 at any time by contacting us using the details set out in section 15, and we will delete your data from our systems. However, you acknowledge this may limit our ability to provide the best possible information to you.

## **11. How Can You Access Your Data?**

11.1 You have the legal right to ask for a copy of any of your personal data held by us where such data is held; please refer to Our Data Protection Policy at: [www.portskills.co.uk](http://www.portskills.co.uk)

## **12. What Cookies do we use and what For?**

12.1 A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website.

12.2 Cookies are used by many websites and can do a number of things, eg remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website.

12.3 The rules on cookies are covered by the Privacy and Electronic Communications Regulations. The Regulations also cover similar technologies for storing information, e.g. Flash cookies. The Regulations were revised in 2011, and the ICO is responsible for enforcing these rules.

12.4 The Design Office, Haverhill, manages and maintains [www.portskills.co.uk](http://www.portskills.co.uk) website on behalf of South Coast Port Services and therefore acts as our Data Processor under the GDPR legislation.

12.5 As a data processor on our behalf The Design Office takes your privacy very seriously. Further information is available from <http://www.thedesignoffice.co.uk> about how data is collected, stored and protected in line with GDPR requirements.

12.6 South Coast Port Services uses cookies to keep track of our browsing patterns and to build up a profile of how you and other users use our website to make sure our website as efficient as possible.

12.6 Most browsers allow you to turn off cookies. To do this, look at the “help” menu on your browser.

12.7 South Coast Port Services may place and access certain first party Cookies on your computer or device. Information you provide to us via a form or enquiry will be protected in line with GDPR requirements and the information will be used only by us to facilitate our responding to your enquiry.

12.8 South Coast Port Services uses Google Analytics Cookies to facilitate and improve your experience of our website.

12.9 By using Our Website you may also receive certain third party Cookies on your computer or device. Third party Cookies are those placed by websites, services, and/or parties other than us. All Cookies used by and on Our Website are used in accordance with current English and EU Cookie Law.

12.10 Before Cookies are placed on your computer or device you will be shown a description of prompt e.g. pop-up, message bar etc. requesting your consent to set those Cookies. You may, if you wish, deny consent to the placing of Cookies; however certain features of Our Website may not function fully or as intended.

### **13. Your Rights under GDPR.**

13.1 Under the GDPR, you have:

- The right to request access to, deletion of or correction of, your personal data held by us.
- The right to complain to a supervisory authority.
- Be informed of what data processing is taking place.
- The right to restrict processing.
- The right to data portability.

- Object to processing of your personal data.

13.2 Rights with respect to automated decision-making and profiling (see section 14 below). 13.2 To enforce any of the foregoing rights if you have any other questions about our company website or privacy policy, please contact us using the details set out in section 15 below.

#### **14. Automated Decision-Making and Profiling.**

14.1 In the event that We use personal data for the purposes of automated decision-making and those decisions have a legal (or similarly significant effect) on You, You have the right to challenge to such decisions under GDPR, requesting human intervention, expressing their own point of view, and obtaining an explanation of the decision from Us.

14.2 The right described in section 14.1 does not apply in the following circumstances:

- A. The decision is necessary for the entry into, or performance of, a contract between you and us.
- B. The decision is authorised by law.
- C. You have given you explicit consent.

14.3 Where we use your personal data for profiling purposes, the following shall apply:

- Clear information explaining the profiling will be provided, including its significance and the likely consequences.
- Appropriate mathematical or statistical procedures will be used.
- Technical and organisational measures necessary to minimise the risk of errors and to enable such errors to be easily corrected shall be implemented.
- All personal data processed for profiling purposes shall be secured in order to prevent discriminatory effects arising out of profiling.

#### **15. Contacting Us**

15.1 If you have any questions about our website or this privacy policy, please contact us by email [enquiries@portskills.co.uk](mailto:enquiries@portskills.co.uk).

15.2 Please ensure that your query is clear, particularly if it is a request for information about the data we hold about you (as under section 11, above).

#### **16. Changes to Our Privacy and Cookie Policy**

16.1 We may change this Privacy and Cookie Policy as we may deem necessary from time to time, or as may be required by law. Any changes will be immediately posted on Our Website and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Website following the alterations. We recommend that you check this page regularly to keep up-to-date.