



SHEPPERTON
MARINA



Privacy Policy

At Shepperton Marina and Boat Showrooms, we take your privacy seriously and this privacy statement explains what personal data or information we collect from you and from people who visit our website and how we use it.

Who are we?

Shepperton Marina Ltd is a registered company **1087117**, our registered office address is 21-27 Lamb's Conduit Street, London, WC1N 3GS. For the purposes of Data Protection Shepperton Marina Ltd, is a registered data controller ICO registration number Z2266294.

What personal data or information do we collect?

The personal information we collect may include your name, address, email address, IP address and information regarding what pages you access on this website and when. Video footage collected via CCTV across the marina, including marina office, marina services office, and workshop.

How do we collect data or information from you?

1. Make an enquiry via our website via the telephone via the Linssen factory or exhibitions.
2. Use our website.
3. Take part in a prize draw or competition.
4. When you choose to receive news, updates or press releases.
5. Enquire about a job opportunity.
6. Work for or with the marina or sales office.
7. Supplier Contracts, Contacts, and Invoices.
8. Exchange business cards with a member of the marina or sales office.
9. Buy ancillary services such as fuel, yard services and training courses.
10. CCTV covering the marina, marina office, marina services office and workshop.
11. Via Body Cams worn by Shepperton marina Staff and Night Watchman.

How is your information used?

1. We collect your personal data or information to operate our marina and sales offices effectively and provide you with the best information on our products and services. We may use your information to:
 2. To administer your mooring contract.
 3. To answer enquiries that you make before any agreement or contract.
 4. To keep you informed about our services, river conditions, and invitations to events, if you have opted-in to receive these communications.
 5. To process payment(s) for ancillary services such as fuel sales and marina yard services.
 6. To process a job application
 7. To fulfil our obligations as an employer
 8. To provide benefits to you as an employee
 9. To maintain the security of our office and IT infrastructure
 10. To invoice you, and to track payments you make or payments made to you



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11. Video footage (Body Cam/CCTV) will be used to provide evidence in the instances of:
- a) Breach of Terms and Conditions
 - b) Criminal behaviour
 - c) Request for footage by Authorities (Subject Access Request Required)

We believe that all these purposes are justified based on our legitimate interests in running and promoting the marina and sales offices, our contractual requirements to deliver the agreed services to you, and our legal obligations, both as a Marina operator and responsible employer. If you would like to know more, please read below:

1. Berth Holders
2. Prospective Berth holders
3. Visitors
4. New Boat Sale Customers
5. Brokerage Boat Sale Customers
6. Job Applicants
7. Our Current and Former Employees
8. Contractors working directly for berth holders.
9. Suppliers
10. Fuel and Yard Services customers

Details of our Processing	Type of Data Held	Length of Time Held	How Data is Held
Berth Holders	<ol style="list-style-type: none"> 1. Name and contact information. 2. Emergency contact details. 3. Information and documents relating to the services we are providing, including communications with you. 4. Billing and payment information. 5. Information relating to the vessel (s) you have moored in the marina. 6. Information about vehicles visiting the site 7. Details of vessel insurance 8. CCTV Footage from within the marina, marina office, marina services office. 	<p>We will retain information about you for the duration of your mooring contract with us, then for an additional 6 years.</p> <p>We retain financial records for 6 years, following the end of the current financial year.</p> <p>CCTV Footage is retained for 21 days unless formerly requested by an authorised party.</p>	<p>Data is stored in Harbour Assist and Xero which are hosted in secure servers or cloud-based within the EEA.</p> <p>Limited Data is stored in Rolec Services Smart Master Prepayment System for those customers buying electricity which is hosted in secure servers or cloud-based within the EEA.</p>



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	<p>9. Bodycam footage as worn by staff members, namely dock masters and the night watchmen.</p>	<p>Bodycam footage is retained for a maximum of 60 days unless formerly requested by an authorised party.</p>	<p>Limited Data is stored in Meter Macs Electricity portal for those customers who use this system to pay for electricity which is hosted in secure servers or cloud-based within the EEA.</p> <p>Limited data is stored on Paxton Net2 Access Control UK which is hosted in secure servers or cloud-based within the EEA.</p>
<p>Prospective Berth Holders</p>	<ol style="list-style-type: none"> 1. Name and contact information 2. Information and documents relating to the services we are providing, including communications with you. 3. Current mooring details. 4. Information relating to the vessel (s) proposed. 5. CCTV Footage from within the marina, marina office, marina services office. 6. Bodycam footage as worn by staff members, namely dock masters and the night watchmen. 	<p>We will retain information about you for the duration of the enquiry, then a further two years.</p> <p>CCTV Footage is retained for 21 days unless formerly requested by an authorised party.</p> <p>Bodycam footage is retained for a maximum of 60 days unless formerly requested by an authorised party.</p>	<p>Data is stored in computer-held records which are password controlled. Data waiting to be uploaded may be stored in locked filing cabinets.</p>
<p>Visitors</p>	<ol style="list-style-type: none"> 1. Name and contact information. 2. Information and documents relating to the services we are providing, including communications with you. 3. Billing and payment information. 	<p>We will retain information about you for the duration of your mooring contract with us, then for an additional 6 years.</p> <p>We retain financial records for 6 years, following the end of</p>	<p>Data is stored in Harbour Assist and Xero which are hosted in secure servers or cloud-based within the EEA.</p>



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	<ol style="list-style-type: none"> 4. Information relating to the vessel (s) you have moored in the marina. 5. CCTV Footage from within the marina, marina office, marina services office. 6. Bodycam footage as worn by staff members, namely dock masters and the night watchmen. 	<p>the current financial year.</p> <p>CCTV Footage is retained for 21 days unless formerly requested by an authorised party.</p> <p>Bodycam footage is retained for a maximum of 60 days unless formerly requested by an authorised party.</p>	
<p>New Boat Sales Customers</p>	<ol style="list-style-type: none"> 1. Name and contact information. 2. Information and documents relating to the services we are providing, including communications with you. 3. Billing and payment information. 4. Information relating to the vessel (s) being transacted. 5. Information relating to current vessel (s). 6. CCTV Footage from within the marina, marina office, marina services office. 7. Bodycam footage as worn by staff members, namely dock masters and the night watchmen. 	<p>We will retain information about you for the duration of your sales contract with us, then for an additional 6 years.</p> <p>We retain financial records for 6 years, following the end of the current financial year.</p> <p>We retain copies of Bills of Sale relating to the vessel and a copy of the original VAT receipt indefinitely.</p> <p>CCTV Footage is retained for 21 days unless formerly requested by an authorised party.</p> <p>Bodycam footage is retained for a maximum of 60 days unless formerly requested by an authorised party.</p>	<p>Data is stored in computer-held records which are password controlled. Data waiting to be uploaded may be stored in locked filing cabinets.</p> <p>Data is also stored in Xero and Harbour Assist which are hosted in secure servers or cloud-based within the EEA.</p>



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<p>Brokerage Boat Sales</p>	<ol style="list-style-type: none"> 1. Name and contact information. 2. Information and documents relating to the services we are providing, including communications with you. 3. Billing and payment information. 4. Information relating to the vessel (s) being sold. 	<p>We will retain information about you for the duration of your brokerage contract with us, and then for an additional 6 years.</p> <p>We retain financial records for 6 years, following the end of the current financial year.</p> <p>We retain copies of Bills of Sale relating to the vessel and a copy of the original VAT receipt indefinitely.</p> <p>CCTV Footage is retained for 21 days unless formerly requested by an authorised party.</p> <p>Bodycam footage is retained for a maximum of 60 days unless formerly requested by an authorised party.</p>	<p>Data is stored in computer-held records which are password controlled. Data waiting to be uploaded may be stored in locked filing cabinets.</p> <p>Data is also stored in Xero and Harbour Assist which are hosted in secure servers or cloud-based within the EEA.</p>
<p>Job Applicants</p>	<ol style="list-style-type: none"> 1. Name and contact information 2. CV and application form. 	<p>We will retain information about you for the duration of the recruitment campaign, then one year.</p>	<p>Data is stored in computer-held records which are password controlled. Data waiting to be uploaded may be stored in locked filing cabinets.</p>
<p>Current and Former Employees</p>	<ol style="list-style-type: none"> 1. Name, date of birth, and contact information 	<p>We will retain information about you for the duration of our contractual</p>	<p>Data is also stored in Xero which is hosted in secure servers or</p>



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	<ol style="list-style-type: none"> 2. National insurance number and Unique Tax Reference (UTR) 3. Information relating to your qualifications, experience and training. 4. Information relating to performance reviews & disciplinary actions. 5. Tax and Pension Records 6. Absence Records 7. Copies of photographic identification 8. Payment details <p>Next of Kin details</p>	<p>relationship with you, then for an additional 6 years.</p> <p>CCTV Footage is retained for 21 days unless formerly requested by an authorised party.</p> <p>Bodycam footage is retained for a maximum of 60 days unless formerly requested by an authorised party.</p>	<p>cloud-based within the EEA.</p> <p>Data is stored in Croner Simplify, a hosted UK-based server which is password-controlled.</p>
Contractors Working Directly for Berth Holders	<ol style="list-style-type: none"> 1. Name and contact information. 2. Insurance details 3. Risk Assessments 4. Details of the vessel being worked on 5. Billing and payment information. 6. Information about vehicles visiting the site 	<p>We will retain information about you for the duration of your contract with us, then for an additional 6 years.</p> <p>We retain financial records for 6 years, following the end of the current financial year.</p> <p>CCTV Footage is retained for 21 days unless formerly requested by an authorised party.</p> <p>Bodycam footage is retained for a maximum of 60 days unless formerly requested by an authorised party.</p>	<p>Data is stored in computer-held records which are password controlled. Data waiting to be uploaded may be stored in locked filing cabinets.</p> <p>Data is also stored in Xero and Harbour Assist which are hosted in secure servers or cloud-based within the EEA.</p>
Suppliers	<ol style="list-style-type: none"> 1. Contact details 2. Bank details 3. Description of goods and services purchased. 	<p>We retain financial records for 6 years, following the end of the current financial year.</p>	<p>Data is stored in computer-held records which are password controlled.</p>



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			Data is also stored in Xero which is hosted in secure servers or cloud-based within the EEA.
Fuel and Yard Services Customers	<ol style="list-style-type: none"> 1. Name and contact information. 2. Information and documents relating to the services we are providing, including communications with you. 3. Information relating to the vessel (s) you have moored in the marina. 4. Billing and payment information. 5. Purpose of fuel use. 	<p>We retain information about you for one year after your last visit.</p> <p>We retain financial records for 6 years, following the end of the current financial year.</p> <p>CCTV Footage is retained for 21 days unless formerly requested by an authorised party.</p> <p>Bodycam footage is retained for a maximum of 60 days unless formerly requested by an authorised party.</p>	<p>Data is stored in computer-held records which are password controlled. Data waiting to be uploaded may be stored in locked filing cabinets.</p> <p>Data is also stored in Xero and Harbour Assist which are hosted in secure servers or cloud-based within the EEA.</p>

Newsletters

We use a third-party provider, Outlook, to deliver our newsletters and invitations as well as Harbour Assist which has an internal communication programme. As a recipient, you can manage which electronic communications you receive from us and can unsubscribe at any time.

Emailing us

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government standards. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Who has access to your information?



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We do not sell or rent your personal data or information to any third party or share your information with third parties for their marketing purposes.

We will disclose your data or information if required by law, for example by a court order or for the prevention of fraud or other crime.

We may pass your information on to our third-party service providers, agents or subcontractors to complete a task or provide services to you on our behalf. However, we disclose only the personal information necessary to deliver that service and have a contract in place that requires them to keep your information secure and not to use it for marketing purposes.

Third-party service providers who act as data processors on our behalf:

1. **Redsquad Ltd.** The IT support services to Shepperton Marina Ltd. and at times may be required to access our systems for maintenance, upgrade and support services They cannot use the data we hold for their own purposes.
2. **Secureassist Security Systems Ltd.** The Security Company to Shepperton Marina Ltd. Who monitor the CCTV Footage, out of hours and access Net2 for maintenance, upgrade and support services. They cannot use the data we hold for their own purposes.

Transfers outside of the European Economic Area

Your personal information in the European Economic Area (EEA) is protected by data-protection laws, but other countries do not necessarily protect your personal information in the same way.

The EEA covers all countries in the EU plus Norway, Liechtenstein and Iceland. Shepperton Marina Ltd reserves the right to use online tools which host data outside of the EEA. Before selecting such tools, we review their privacy policy and check that the company is signed up to the EU-US Privacy Shield agreement. Companies who have signed up to this agreement commit to securing personal data in line with EU data protection legislation.

Keeping your data secure

When you give us personal information we take steps to ensure that it's treated securely and strive to protect it on our internal systems.

Your rights

You have certain rights over the processing of your personal information by Shepperton Marina Ltd. These are:

1. The right to be informed, which is what this privacy policy is for
2. The right to access the data we hold about you
3. The right to object to direct marketing
4. The right to object to processing carried out based on legitimate interests
5. The right to erasure (in some circumstances)
6. The right to data portability
7. The right to have your data rectified if it is inaccurate
8. The right to have your data restricted or blocked from processing



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How you can update your information

The accuracy of your information is important to us. If you change your contact details or if you want to update any of the information we hold on you, please contact us by emailing office@sheppertonmarina.co.uk, enquiries@sheppertonmarina.co.uk, broker@boatshowrooms.co.uk, linssensales@boatshowrooms.com or by post at Shepperton Marina Ltd, Felix Lane, Shepperton, Middlesex, TW17 8NS. Alternatively, you can telephone us on 01932 243722.

How you can access your personal information

You have the right to ask for a copy of the personal information Shepperton Marina Ltd holds relating to you. To do this please contact us by email please contact us by email office@sheppertonmarina.co.uk, enquiries@sheppertonmarina.co.uk, broker@boatshowrooms.co.uk, linssensales@boatshowrooms.com or by post at Shepperton Marina Ltd, Felix Lane, Shepperton, Middlesex, TW17 8NS. Alternatively, you can telephone us on 01932 243722.

You also have the right to complain about our processing of your personal data with the UK's [Information Commissioner's Office](#).

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 19th of December 2023.