

Estuary Services Ltd

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Website Privacy Notice

This Privacy Notice tells you what to expect in relation to personal information about you, collected, handled and processed by Estuary Services Ltd.

Estuary Services Ltd is the data controller.

The information we may collect

The information about you which we may collect and process is set out below.

Registered Users

- Name
- User identifier (typically an email address)
- Email address
- Current System Access Permissions
- **Access Data (login)**
 - User Identifier
 - Start time
 - Last accessed time
 - Browser Information
 - Geolocation Information
 - Login Data (current context information)
- **Summary Access Data (login)**
 - User Identifier
 - IP address
 - First Accessed
 - Last Access
 - Browser information
- **Schedule**
 - Schedules normally contain pilots name
 - Schedules can contain individual information in comments related to Schedule
- **H&S Incidents** *Reportable H&S incidents contain reporters name and the incident may have incident related individuals information.
- **Defects**
 - Defect contain reporting name and may contain information on individuals carrying out, involved in repairs

Booking Data

- Bookings can contain individual information in the booking details provide by the third party making bookings

Note: The website only uses an empty cookie.

How we use the information

- Processing Launch Bookings

- Maintain Launch Schedule
- Restrict access to named users
- Define what data registered users can access
- Handle queries relating to current scheduled work
- Handle queries relating to completed work
- Manage H&S Incidents
- Manage defects and repairs
- Provide business information to ESL management
- Provide information in the investigation of H&S incidents
- Where we need to comply with a legal obligation

How long do we hold your information

- Company details are held as long as the service provided information is retained.
- Individual user login information is held for 3 months and then a summary is retained thereafter.
- Schedule and booking data is held indefinitely.
- Unless you have not given consent we retain your data “as-is” after you leave your place of work (it is your right to be “forgotten”)

How we hold this information

We use a dedicated web service provider and the information is held in a secure file system.

Disclosure of your information

Your data is only disclosed to

- Registered users with schedule, or booking view. Information is limited to Pilot Names and comments for current bookings and schedules
- ESL Staff can access data as required by their duties as defined by their security permissions.
- ESL Management, to carry out their legitimate interests

What is the legal basis for processing this information

We retain your data to allow Estuary Services Ltd to fulfil its legitimate interests. Where other information is from time to time collected for short term use, this will be done based upon your consent.

Your Rights

As an individual you have the right to obtain a copy of the information we hold on you. You may access your data by contacting the Operation Manager at Estuary Services in writing.

Withdrawal of consent

Where items are not contractual, or part of an ongoing H&S investigation, you have the right to withdraw your consent for the use of your data.

Automated decision making processes

We do not use your information in any automated decision making process, nor in any external marketing campaigns.

Concerns

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to Information Commissioners Office at <https://ico.org.uk/concerns>.

Contact

Please address any questions, comments and/or requests regarding our data processing practices to – Admin.Coord@estuarieservices.co.uk, or by letter.

Changes to the Privacy Notice

This Privacy Notice may be changed by us at any time. The latest version of the Privacy Notice is available in the document section of the website, or by request in writing.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Date: 20 September 2022