**WARKWORTH HARBOUR COMMISSIONERS – PRIVACY NOTICE**

**Who we are**  
Warkworth Harbour Commissioners (WHC) are a statutory body established and regulated by Acts of Parliament from 1847 onwards. Its purpose is to own, operate and maintain the estuary of the River Coquet, the harbour, the quays and surrounding assets.

We have had charitable status since 2013, registered number 1151344. WHC has a limited company trading subsidiary, Amble Harbour Limited, registered at Companies House number 08338820. We operate under the laws of England and Wales. When we refer to “we”, “us” or “our” in this policy we are referring to either WHC or Amble Harbour Limited which is responsible for processing your data. Our registered office is:

Unit 6, Coquet House  
Harbour Road  
Amble   
Morpeth  
Northumberland  
NE65 0AP

**Who regulates us**

The Charities Commission.  
We are registered as a data controller with the Information Commissioner’s Office.

**What data we collect and process**

We may collect personally identifiable information of some, or all, of the following types when you request information, products or a service from WHC:

* **Identity Data** includes first name, last name, username or similar identifier, marital status, title, date of birth and gender.
* **Contact Data** includes billing address, delivery address, email address, and telephone number.
* **Financial Data** includes bank account details.
* **Transaction Data** includes details about payments to and from you, and other details of products and services you have purchased from us.
* **Usage Data** includes information about how you use our products and services.
* **Ancillary Data** includes informationprovided by you to us as a contractual condition such as licensing and insurance information.

We will always treat personal information of any kind with the highest regard, even if not explicitly stated in this policy.

We use the personal information we collect in accordance with the General Data Protection Regulation 2018 and the Privacy and Electronic Communications Regulations 2003.

Our website is not intended for anyone under the age of 18 years and we do not knowingly collect data relating to children.

**If you fail to provide personal data**Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example to provide you with products or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

**How we collect data**

We only ever collect data that is given to us directly by clients and customers voluntarily. We do not “infer” any information from other sources.

We do not collect any identifiable information by “stealth” using cookies, trackers, ads or analytics on our websites.

This website contains links to other organisations’ websites. We are not responsible for the privacy practices of those organisations and we encourage you to read the privacy policy of every website you visit.

We log incoming and outgoing calls, post, emails and social media but do not store the content in any separate databases. Transmission of the information via the internet is not completely secure so we cannot guarantee the security of your data transmitted to our site. Any transmission to us of personal data by the internet is at your own risk.

If someone is making a booking or enquiry on behalf of a third party, we will assume that it is with their consent and they will have the same rights as if they had provided the information to us themselves.

**How long we hold on to data**

Our policy is not to store any data or personal information longer than is necessary. This means that we will delete any client information once it is no longer required for the running of the business, or for regulatory oversight. To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax accounting or other requirements.

We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect of our relationship with you.

We purge our sent and received emails once they are no longer relevant.

We keep bank account details on file long enough to process any refunds requested by clients, after which point we delete their information.

We will keep passport and driving licence information for the convenience of our staff and trustees for as long as they request, but for no longer than 1 year at a time before we renew their consent.

**What we do with data**

We hold onto personal data for the purposes of running the business. This might include functions such as:

* Performing a contract with you
* Necessary to protect our legitimate interests (including recovery of debts, prevention of fraud and to keep our records updated)
* Financial accounts
* Regulatory compliance
* Legal compliance
* Arranging insurance policies
* Hiring employees

We do not use personal information for marketing, analysis or mass communication purposes, unless we obtain your specific consent.

We do not share personal information with third parties other than for the express purpose of harbour services on your behalf or as required by law. Individuals with access to the data, such as employees and WHC contractors, are required to maintain confidentiality of such information. WHC take reasonable precautions to prevent loss, misuse or alteration of personal information.

**Your rights**

You, as the subject of any personal information we hold, have a number of rights to your data:

* If you would like to update, correct or amend any data that we have and you believe to be inaccurate: or
* if you wish to obtain a copy of any data about you that we hold: or
* if you want us to delete or forget your data.

We have a data privacy manager who is responsible for overseeing questions in relation to this policy. If you have any questions about this policy, including requests to exercise your legal rights, please contact us by email or in writing at any of the following addresses. We always aim to respond and complete these request within 30 days, but for complex cases this can take longer. If that happens we will inform you of the reasons for any delay and the expected time for us to complete the request. There may be legal or regulatory reasons that we cannot comply with your request, and if so we will let you know in writing.

You have the right to make a complaint at any time to the Information Commissioner’s Office (ICO), the UK regulator for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would however appreciate the opportunity to deal with your concerns before you approach the ICO, so please contact us in the first instance.

**Contact details**

privacy@whc-amble.org.uk

Data Control  
Warkworth Harbour Commissioners

Unit 6, Coquet House  
Harbour Road  
Amble  
Morpeth

Northumberland

NE65 0AP

Please note that in the interest of accurate record keeping, we cannot accept data control requests by telephone.