



Bristol Packet Boat Trips Privacy Policy

This Privacy Policy for Bristol Packet Boat Trips Ltd sets out how we use and protect our customer's data. Customer data is essential for creating bookings, processing tickets and sending out invoices. We have systems that are robust and secure and we can assure you we will not be sharing any of your data with any third party outside of Bristol Packet Boat Trips Ltd.

What information do we collect?

- Name and company name
- Contact information including email address, telephone number and in some cases postal address
- We collect payment data which is managed and processed in strict compliance with PCI requirements

This information is collected via our website, contact form, email or via telephone conversation when a customer is making a booking or enquiry over the phone.

How do we use personal information?

- Your details are used to create booking confirmation documents for customer use and internal office use
- Personal details will be used to create and send invoices
- Personal details will be used in correspondence regarding all details of the booking
- Personal details will be provided in print to Bristol Packet staff for the duration of a boat trip and returned to the head office on completion of the trip
- From time to time we will send our customers newsletters and promotional email communications. Customers will always have the option to unsubscribe

What legal basis do we have for processing your personal data?

- **Consent**
Customers will be informed that their details will be stored securely and have the option to agree.
- **Contract**
We need your name, email, phone number and address in order to process bookings, tickets and invoices
- **Vital interests**
Collecting customers data is a necessary part of the booking process

- **Legal obligation**

We need a lead passenger or lead organiser name and contact details so Bristol Packet Boat Trips Ltd know who is on our boat in case of emergency and who is responsible for payment

We will not share your personal data with any third party outside of Bristol Packet Boat Trips Ltd.

Details will only be shared if an emergency situation occurs during the boat trip

Where do we store and process personal data?

Your data will be stored on a secure server hosted by the company

NuBlue www.nublue.co.uk. No one outside of Bristol Packet Boat Trips Ltd has access to this secure online facility.

How do we secure personal data?

All servers and systems used to store personal data are independently GDPR compliant (see annex 1). Only admin staff within Bristol Packet Boat Trips Ltd have access to these secure facilities and work in compliance with this policy.

How long do we keep your personal data for?

Personal data included in a booking confirmation will be kept for 5 years, after which it will be securely removed from our booking system.

Email data will be retained for an indefinite period for the purposes of newsletters and promotions. Customers will have the option to unsubscribe from these communications at any time.

All printed documentation will be shredded once all payments have been made and the contract with the customer is complete

Your rights in relation to personal data

You have the right to request the deletion of your personal data from our systems and we will always give you the ability to unsubscribe from newsletters and promotional communications.

How to contact us?

We can be contacted by calling 0117 926815, visiting our office at the address below or filling in our online enquiry form (www.bristolpacket.co.uk/contact).

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Gas Ferry Road
BRISTOL
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