

GRC Policy	<i>PD Ports Website Privacy Notice</i>
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Scope

This privacy statement sets out how PD Ports Limited complies with European Union data protection requirements. This applies to the entire website. Any changes to these policies will be posted on this website. You can also access this privacy statement via the link at the bottom of every page.

PD Ports Limited and its subsidiaries are committed to respecting your privacy. We have structured our website so that, in general, you can visit us on the web without identifying yourself or revealing any personal information. Once you choose to provide us with any information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

For your protection, we are registered under the Data Protection Act 2018 and have given all appropriate notifications to the Information Commissioner.

What we Collect

We may collect the following information:

- We require that users supply personal information, including e-mail address prior to registering with this website or receiving other specific corporate and information materials or submitting an enquiry to us.
- We may also ask you to provide us with additional contact information, to provide you with additional site functionality and further correspondence about our products and services.
- Some pages use cookies, a data analysis technique. An explanation of cookies can be found below.

We do not share your financial information with any Third Parties (i.e. parties other than entities within the business).

Telephone Call Recording

As the Statutory Harbour Authority for the Port of Teesport and Hartlepool, we have a statutory obligation to record inbound and outbound calls on several telephone lines. Any line that is used for this service will have a pre-recorded message advising that the call will be recorded.

Our VTS operations can access, analyse and review recorded calls to assist in the investigation of previous events or incidents firstly due to our legal obligation under Article 6 (1) (c) with our statutory obligation in maritime law and for training purposes in the interest of the public task with our status of Statutory Harbour Authority.

What do we do with the information we Gather?

We require this information to understand your needs and provide you with a better service, and for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- Our representatives may follow up, either by e-mail, phone or mail, as part of our customer care procedures.
- We may periodically send promotional information about new products, special offers or other information which we think you may find interesting using the contact details which



you have provided either by registering as a user on this site or by requesting information from us.

- From time to time, we may also use your information to contact you for market research purposes. We may contact you by e-mail, phone or mail.

Who do we share the information with and your choices

PD Ports Limited will never share your personal data with any Third-Party (i.e. a party other than an entity within the business) business, or organisation that intends to use it for their own purposes, other than as required by law.

With your consent, PD Ports Limited may share your personal data with Third-Parties (i.e. parties other than entities within the business), but only in the strictly limited circumstances set out below:

- Our Third-Party data processors (such as our digital agencies, hosting providers, data storage providers and other technical partners) who help us administer this website, or process the data submitted to it, may have access to your data. Some of these business partners may be located outside the country where you accessed this website.

Other Websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information, which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

How we use cookies

Cookies are small text files that websites save locally to your computer, which allow sites to store and use information during your visit. They can improve your experience when using a website by:

- Remembering preferences, so you don't have to keep re-entering your choices when you visit again
- Measuring how you use a site, so that changes can be made to ensure it meets your needs.

None of our cookies used for our sites can be used to identify you personally. They are just used to help make the site better for you. To learn more about cookies and how to manage them, visit <http://aboutcookies.org/>.

We may use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to tailor it to customer needs. Denial of a traffic log cookie should not prevent you from using this site, however it may restrict the use of certain features.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. This practice is strictly in force. We know that people have concerns about cookies, but we believe that the benefit we both gain from their proper use is worthwhile. You may set your web browser to notify you of cookie

placement requests or decline cookies completely. You can delete the files that contain cookies - those files are stored as part of your Internet browser.

Keeping your information secure

We will use technological and organisation measures to keep your information secure.

However, while we will use all reasonable efforts to secure your personal data, using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that is transferred from you or to you via the internet. If you have any concerns about your information, please contact us using the details below.

What rights do you have?

Right to request a copy of your information

You can request a copy of your information which we hold (this is known as a subject access request). If you would like a copy of some or all of it, please:

- email, call or write to us (using the contact details below)
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information you want a copy of, including any account or reference numbers, if you have them

Right to correct any mistakes in your information

You can require us to correct any mistakes in your information which we hold free of charge. If you would like to do this, please:

- contact us using the contact details below
- let us have enough information to identify you (e.g. account number, username, registration details), and
- let us know the information that is incorrect and what it should be replaced with

Right to ask us to stop contacting you with direct marketing

You can ask us to stop contacting you for direct marketing purposes. If you would like to do this, please:

- email, call or write to us (using the contact details below)
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know what method of contact you are not happy with if you are unhappy with certain ways of contacting you (for example, you may be happy for us to contact you by email but not by telephone)

From time to time, we may also have other methods to unsubscribe from any direct marketing including for example, unsubscribe buttons or web links. If such are offered, please note that there may be some period after selecting to unsubscribe in which marketing may still be received while your request is being processed.



Contacting us

If you have any questions about this policy or the information we hold about you, please contact us by:

Email: dpo@pdports.co.uk

Post: Data Protection Officer, PD Ports, 17 – 27 Queen’s Square, Middlesbrough, TS2 1AH

Revision Table

Date	Revision Detail	Revised By	Version
01/02/2020	Document printing	R Ellison	1.0
09/02/2021	Annual Review	R Ellison	1.1
20/04/2023	Updated to new format	A Sowerby	1.2
25/04/2023	Addendum added for telephone recording	A Sowerby	1.3
01/03/2024	Review Document – No changes	A Lord	1.3
01/08/2025	Review Document – No changes	A Lord	1.3