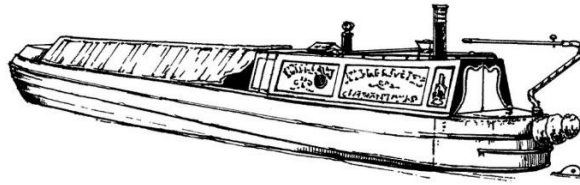


INLAND NAVIGATORS

Voyages of discovery



Inland Navigators Privacy Policy

Please read this privacy notice carefully as it sets out how we use your personal information. If you have any questions about this privacy notice or do not agree with it, please contact us by email: boat@inlandnavigators.co.uk. We may change this privacy notice from time to time by updating this page.

This policy covers all information we hold about you, however we obtain it. We collect information at different points during our relationship with you for example, when you book with Inland Navigators or if you sign up to our marketing communications.

We need to tell you what we use your information for:

- The details we need to process your booking: Your full name, your email address, postal address, telephone number, confirmation age over 18 years old, boat requested, arrival and departure dates, number of people in the party, financial details for payment.
- Details of party members (crew list) are required before embarking on board the boat, record of members under 18, vehicle registration number, mobile number, this information is kept in paper form with the accounts for 7 years to cover liability claims. This is used to form a contract of the trip.
- If you contact us to report an issue, fault or complaint the following information will be collected: name, address, phone number and email if appropriate, boat hired, location of incident and nature of enquiry. These details will be stored with the accounts for 7 years to cover liability claims
- If you contact the office before, during or after your holiday the following information is collected: name, address, boat hired, arrival/ departure date, nature of enquiry.
- These details are used to resolve the enquiry and maybe kept as feedback to improve our service. This information is kept in paper form with the accounts for 7 years to cover liability claims.

- If you have an accident on board one of our boats the following details will be collected name, address, boat hired, arrival and departure dates, medical condition or injury. Required by law to register injury and medical attendance. This information is kept in Inland Navigators accident book for 7 years to cover liability claims and cover our legal rights.

We do not record any Credit / Debit Card or bank details on computer systems.

So that you will hear about any special offers and early booking discounts we may send you information by post/ telephone or email. When accepting the boat you will be asked to opt in for email marketing and an option to stop receiving marketing. Please note that if you have a forthcoming booking we will send you related emails about your booking even if you have unsubscribed from marketing as this is important information required for your holiday.

We do not share personal details with any other company.

In some circumstances, we may have to disclose your personal information by law, because a court or the police or other law enforcement agency has requested it using the appropriate channels.

We only hold your personal information (name, address, email, boat hired, date of arrival / departure, crew list, arrival details form and any written correspondences we have had with you with regards to your holiday), for as long as is necessary to provide services to you and cover Inland Navigators should there is a possibility that you may have a legal claim against us. Once we no longer need these details they are shredded or incinerated.

We do not record phone calls

We take security seriously and only hold personal information securely.

If at any point you suspect or become aware of a security incident, please contact us by post at **Canna Mead, Weedon Lane, Dodford, Northamptonshire NN7 4TA** or by email: **boat@inlandnavigators.co.uk**.

To request details of the personal information that we hold about you please write to us or email as above. If your details change or you think any information is incorrect please inform us as soon as possible so we can correct your data.