



## PRIVACY NOTICE

Under data protection legislation, Royal Docks Management Authority Limited (RoDMA) is only allowed to use personal information if we have a proper reason 'legal basis' to do so. RoDMA respects your privacy and is committed to protecting your personal data. This Privacy Notice explains how we collect, process and protect your personal data whether you, correspond with us by post or email, speak to us over the telephone or visit our website.

### 1.0 WHO WE ARE AND HOW YOU CONTACT US

#### 1.1 Controller

RoDMA is the controller and responsible for your personal data. If you have any questions about this Privacy Notice, including any request to exercise your legal rights, please contact us using the details set out below.

#### 1.2 Contact Details

Our full contact details are:

Royal Docks Management Authority

Pierhead, King George V Lock, Fishguard Way, London E16 2RG

Tel: 0207 511 5086

RoDMA have appointed a Data Protection Officer who may be contacted by writing to the above address or by email: [admin@londonsroyaldocks.com](mailto:admin@londonsroyaldocks.com)

If you have any questions about this Privacy Notice or our data collection practices, please contact us at the address or email listed specifying the nature of your question.

#### 1.3 Changes to the privacy notice and your duty to inform us of changes

This Privacy Notice will be kept under review and any updates will be published on our website. This Privacy Notice is effective from 1<sup>st</sup> September 2020.

It is important that the personal data we hold about you is current and accurate. Please keep us informed if your personal data changes.

#### 1.4 Third-Party Links

Our website may include links to third-party websites, plug-ins and applications or store cookie files on your computer in order to deliver its service(s). Clicking on those links or enabling those connections may allow third parties to collect, store or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. You are encouraged to read the Privacy Notice of every website you visit.

## 2. INFORMATION RoDMA MAY COLLECT FROM YOU

Depending on who you are (e.g. client, supplier, business partner etc.) and how you interact with us (e.g. online, offline, over the telephone etc.) we may process different information about you.

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identify has been removed (anonymous data).

Below you will find an overview of the categories of data that we may collect:

<b>Categories of data</b>	<b>Examples of the types of data and reasons for collection</b>
<b>Personal identity data</b>	<b>Name, surname, title, date of birth, photograph, video</b>  <i>The above data will be required for documentation such as: Licences, Leases, permits and invoices. Data will also be collected for recruitment purposes. CCTV capture images during day-to-day monitoring.</i>
<b>Contact information data</b>	<b>Email, telephone number, address</b>  <i>To receive RoDMA Services we will require the above information so that we are able to contact you. Data will also be collected for recruitment purposes.</i>
<b>Financial data</b>	<b>Includes bank account, credit card information</b>  <i>To enable RoDMA to provide services and receive goods some of the information above will be collected for invoicing and payments. If customers make payments via credit card this information is inputted via computer into WorldPay, please refer to the <a href="#">Worldpay Privacy Notice</a>.  Data will also be collected for recruitment purposes.</i>
<b>Usage data</b>	<b>Includes information about how you use our website and services.</b>
<b>Communications data</b>	<b>Includes all communications we have with you whether by email, post, telephone or otherwise.</b>

### **If you fail to provide personal data**

If we ask you to provide us with your data, whether required by law or under the terms of a contract, but you choose not to, we may not be able to perform the contract we have or are trying to enter into with you or be able to respond to any request you might have.

### 3. HOW YOUR PERSONAL DATA IS COLLECTED

RoDMA use different methods to collect data from and about you:

**Direct interactions:** You may give us your identity and contact data by corresponding with us by post, email, telephone or other means.

**Automated technologies or interactions:** When you visit or use our website or interact with us through our digital channels, we may collect information sent to us by your computer, mobile phone or other access device. For example, we may collect your internet protocol (IP) address, time zone setting and location, browser type, operating system and platform and other technology on the devices you use to access this website.

**CCTV & Security:** If you visit our premises, for security reasons we might also record your data through video or other electronic, digital or wireless surveillance system or device (e.g. CCTV).

### 4. HOW WE USE YOUR PERSONAL DATA

RoDMA will only use your personal data when there is a lawful basis for doing so:

#### 4.1 Where you have provided consent

To supply documentation and materials you have specifically requested from us or to contact you via email, post or telephone with regards to information about our services. You may withdraw your consent for us to use your personal data at any time.

#### 4.2 Where required to perform a contract with you

We may use and process your personal data where it is necessary or the performance of a contract or at your request before entering into a contract.

#### 4.3 Where there is a legitimate interest

RoDMA may use and process your personal data where it is necessary to pursue our legitimate interests as a business and your interests and fundamental rights do not override those interests. We will consider and balance any potential impact on you and your rights before we process your personal data for our legitimate interests.

#### 4.4 Comply with a legal or regulatory obligation

RoDMA may use your data to comply with a legal or regulatory obligation including; to assist HMRC or other public authority, to identify you when you contract with or contact us or to verify the accuracy of the data that we hold about you.

#### 4.5 Where it is in your vital interest

RoDMA may use your data to contact you or where we reasonably believe that processing your personal data will prevent or reduce any potential harm to you.

RoDMA will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. 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. We may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

## **5. DISCLOSURES OF YOUR PERSONAL DATA**

RoDMA will never share your personal data with any third-party business organisation that intends to use it for their own purposes, other than as required by law. Third parties that we may share your personal data with could include; professional advisers such as lawyers, bankers, auditors and insurers based in the United Kingdom who provide consultancy, banking, legal, insurance and accounting services.

With your consent, we may share your personal data with third parties such as those who assist us in providing the services. We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

## **6. DATA SECURITY**

RoDMA have in place security measures designed to prevent data loss, preserve integrity and regulate access to data. Only authorised RoDMA employees and authorised employees of our third-party service providers processing data on our behalf have access to your personal data.

RoDMA will hold personal data within computer systems and or/in paper files. Paper files that contain personal data are kept in locked cabinets. All RoDMA employees who have access to personal data are required to adhere to the RoDMA Privacy Policy.

## **7. HOW LONG WE KEEP YOUR PERSONAL DATA**

RoDMA will retain your personal data only for as long as is necessary for the for which it is processed. RoDMA will retain and use your personal data to the extent necessary to comply with our legal requirements, resolve disputes, and enforce our agreements.

Once data is no longer needed and/or consent has been withdrawn, RoDMA will arrange for the data to be disposed of, this will be by:

- i. deletion from our online systems, email or other electronic systems; and/or
- ii. destroying the data through shredding or similar method.

Personal data supplied to RoDMA by our customers for the delivery of our services will be kept for at least the duration of the contract with RoDMA plus 6 years from the date that your contract with RoDMA terminates.

Personal data relating to a recruitment process will be kept in line with the current legal requirements.

## **8. YOUR LEGAL RIGHTS**

You have a number of rights in relation to your personal data under data protection law. In relation to certain rights, we may ask you for information to confirm your identity and, where applicable, to help us search for your personal data. We will respond to requests within 30 days.

- You have the right to ask RoDMA to provide you with all the personal data it stores on you.
- You have the right to ask RoDMA to rectify and delete your personal data, restrict its use, and port your data to another organisation.
- You have the right to object to the processing of your data by RoDMA, when it is being used for:

- i. a task carried out in the public interest;
  - ii. the exercise of official authority;
  - iii. RoDMA's legitimate interests;
  - iv. scientific or historical research, or statistical purposes; or
  - v. direct marketing purposes.
- Where we have asked for consent to process your data, you have the right to withdraw this consent.
  - In most circumstances, you have the right to be notified of a significant data security breach concerning your personal data.

You may contact our Data Protection Officer with regard to any of these rights.

There are exceptions to these rights, however. For example, access to personal data may be denied in some circumstances if making the information available would reveal personal data about another person or if RoDMA is legally prevented from disclosing such information. In addition, RoDMA may be able to retain data even if you withdraw your consent where RoDMA can demonstrate that it has a legal requirement to process your data.

#### **Right to erasure (or be forgotten)**

In some circumstances you can ask for your personal data to be deleted:

- Where your personal data is no longer required for the reasons it was collected initially
- Where you have removed your consent for RoDMA to use your data (where there is no other legal reason for RoDMA to use it)
- Where there is no legal reason for the use of your data
- Where deleting the data is a legal requirement.

## **9. MARKETING**

With your permission and/or where permitted by law, RoDMA may use your personal data for marketing purposes, which may include contacting you by e-mail, telephone or post, with information on services, business developments and marketing events that you may be interested in.

- RoDMA may use your identity or contact, to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services may be relevant for you (we call this marketing).
- You may receive marketing communications from us if you have requested information from us, purchased services from us or expressed an interest in our services and, in each case, you have not opted out of receiving that marketing.

We will get your express opt-in consent before we share your personal data with any company outside RoDMA for marketing purposes.

You can always opt-out from receiving marketing related communications by asking us or third parties to stop sending you marketing messages at any time by emailing [info@londonsroyaldocks.com](mailto:info@londonsroyaldocks.com).

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a service purchase or other transactions.

## **10. COOKIES AND OTHER SIMILAR TECHNOLOGIES**

A “cookie” is a small file stored on your computer by a web site that assigns a numerical user ID and stores certain information about your online browsing. RoDMA may use cookies to help us recognise you as a prior user of this site and to personalise your browsing. RoDMA do not store any personal information about you using cookies technology. Please refer to our Cookie Policy available on our website.

### **YOUTUBE COOKIES**

RoDMA embed videos from our YouTube channel. Due to YouTube's privacy-enhanced policy you may find that cookies are set on your computer once you have clicked to play the videos. YouTube do not store personally-identifiable cookie information relating to playbacks of embedded videos when using their privacy-enhanced mode. You can find out more at [YouTube Help](#).

## **11. YOUR RIGHT TO MAKE A COMPLAINT**

If you have any concerns about RoDMA’s use of your personal data, you can send in a complaint by emailing [admin@londonsroyldocks.com](mailto:admin@londonsroyldocks.com).

If you are unhappy with how we have used your data, you can also complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)).

Information Commissioner’s Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113